

Research Note 84-97

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AD-A143 657

THE DESIGN, DEVELOPMENT, AND FORMATIVE EVALUATION OF
A USAREUR LIFE COPING SKILLS TRAINING PROGRAM

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Submitted by

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U. S. Army

Research Institute for the Behavioral and Social Sciences

June 1984

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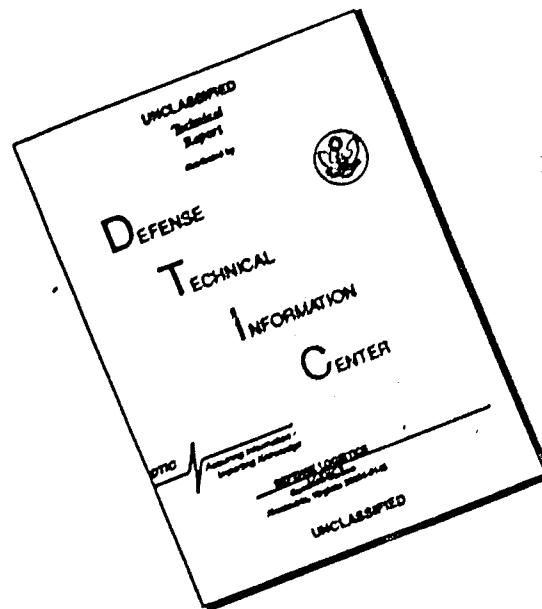
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REPORT DOCUMENTATION PAGE		READ INSTRUCTIONS BEFORE COMPLETING FORM
1. REPORT NUMBER Research Note 84-97	2. GOVT ACCESSION NO. A143657	3. RECIPIENT'S CATALOG NUMBER
4. TITLE (and Subtitle) The Design, Development, and Formative Evaluation of a USAREUR Life Coping Skills Training Program	5. TYPE OF REPORT & PERIOD COVERED Final Report October 1980 - October 1982	6. PERFORMING ORG. REPORT NUMBER
7. AUTHOR(s) Rosemary Dawson	8. CONTRACT OR GRANT NUMBER(s) MDA-903-78-C-2042	
9. PERFORMING ORGANIZATION NAME AND ADDRESS Human Resources Research Organization (HumRRO) 1100 South Washington Street Alexandria, Virginia 22314	10. PROGRAM ELEMENT, PROJECT, TASK AREA & WORK UNIT NUMBERS 2Q263742A794	
11. CONTROLLING OFFICE NAME AND ADDRESS U.S. Army Research Institute for the Behavioral and Social Sciences, PER-01 5500 Eisenhower Ave., Alexandria, VA 22333	12. REPORT DATE June 1984	13. NUMBER OF PAGES 257
14. MONITORING AGENCY NAME & ADDRESS (if different from Controlling Office) U.S. Army Research Institute for the Behavioral and Social Sciences USAREUR Field Unit ODCSPER HQ USAREUR, APO NY 09403	15. SECURITY CLASS. (of this report) Unclassified	15a. DECLASSIFICATION/DOWNGRADING SCHEDULE
16. DISTRIBUTION STATEMENT (of this Report) Approved for public release; distribution unlimited		
17. DISTRIBUTION STATEMENT (of the abstract entered in Block 20, if different from Report)		
18. SUPPLEMENTARY NOTES		
19. KEY WORDS (Continue on reverse side if necessary and identify by block number) life coping skills instructional development formative evaluation mass media multi-media training		
20. ABSTRACT (Continue on reverse side if necessary and identify by block number) The <u>Doing It in Deutschland</u> programs were developed to teach first term en- listed soldiers in USAREUR the knowledge and skills needed to (1) use public trans- portation in Germany, (2) eat out on the economy, (3) use USAREUR community resources, (4) shop in German stores and (5) understand the legal aspects of living in Germany. The programs are competency-based, multi-media programs which will utilize two delivery systems: first, a mass media approach with AFN-radio and <u>Stars and Stripes</u> newspaper and, second, through Army education centers.		

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The programs were tried out and formatively evaluated in controlled settings. The findings in this report subsequently served as the data base for decisions regarding modifications for program revisions.

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FOREWORD

The Human Resources Research Organization (HumRRO) submits this final report to the U.S. Army Research Institute for the Behavioral and Social Sciences (ARI) in conformance with Contract Number MDA 903-78-C-2042, "Operational Readiness and Adaptation Enhancement in USAREUR." The report presents the results of several subtasks of the Life Coping Skills in USAREUR task.

The completion of the report contained herein was greatly facilitated by the efforts and cooperation of many individuals. The work was performed during the period 1 October 1980 - 24 September 1982 by staff members of HumRRO's Special Projects Division. Dr. Richard Miller was the HumRRO Project Director. Dr. Rosemary Dawson directed the task team composed of Dr. Jeanne Hebein, Ms. Wendy McGuire, Ms. Kathy Brooks, Ms. Chaille Maddox, Mr. Malachi Fullard and Ms. Mollie Kerr. Invaluable clerical support was provided by Ms. Lana Clark, Ms. Maxine Phelps, and Ms. Olivia Halbert.

Guidance and assistance were provided by Dr. William Haythorn, the ARI Contracting Officer's Representative; and Mr. Edwin Neff, Dr. Thomas Powers, Dr. Hester Telman, and Mr. Werner Radig of Army Continuing Education Services, USAREUR.

Special thanks are also extended to the cast of the radio programs: Mr. Taylor Benjamin Lauve, Mr. George Waller, Mr. Lilburn Dawson, Ms. Janice Glidden, Ms. Josephine Perkins, and Ms. Gia Lanzano.

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DESIGN AND DEVELOPMENT

Background

This task of the Life Coping Skills in USAREUR Project focused on the development and evaluation of a multi-media training program for first term enlisted personnel in Germany. It was preceded by the identification of the demands soldiers must be able to meet in order to successfully function in an environment which is very different from that in the United States and by a review of current efforts to help them meet those demands (Dawson, McGuire, Brooks, and Hebein, 1981). The implementation of this task was based on the assumption that those coping skills which pertain to the new environment are an important requisite for the well being, successful performance and functional abilities of new enlisted personnel both within and outside their military environment.

Although the military community provides many of the services soldiers may need in familiar ways, (English speaking, services provided in the "American way", the use of U.S. currency, and so on), the surrounding environment is foreign. Language, customs, services, style of life, and personal manners are different and, at times, difficult to understand. Hence, there is a need to help soldiers acquire the skills which will enhance their ability to cope with life overseas.

Content and Objectives Specification

One objective of a three-phase study conducted during FY 1981 was the identification of the life role demands commonly faced by first term

enlistees in Europe. The total study is reported in "An Investigation of Coping and Adaptation in USAREUR: Criteria of Adaptation, Life Role Demands Faced by First Term Enlistees, and Services Provided by USAREUR Agencies" (Dawson, et al 1981). Data were collected from approximately fifty USAREUR personnel who attended a two-day conference on coping and adaptation, from 225 agency representatives who completed a mailed survey, and from over 400 first term enlistees and 125 of their supervising NCOs who participated in questionnaire administrations and group interviews at eight locations throughout Germany. The data elicited from these participants resulted in a set of 127 demands faced by first term enlistees in USAREUR of which 44 met the following criteria:

1. Perceived to be from moderately to extremely important by all three groups: agency representatives, first term enlistees, and non-commissioned officers.
2. Observed by agency representatives and NCOs to be faced by "about half" or more of first term enlisted personnel in USAREUR.
3. Indicated to be faced between "sometimes" and "very often" by those first termers who have faced the demand at all.
4. Reported to be faced at least once by 50 percent or more of the first term enlistees sampled.
5. Problematic for many first term enlistees who are less than moderately-well able to meet the demand by their own and their supervisor's report.

Table 1 contains the total set of 127 demands. The 44 demands which meet the above criteria are underlined; those which meet an additional criterion of being USAREUR-specific and/or host nation-related are indicated by asterisks.

The life role demands addressed by the programs were selected from those demands which met the previously described criteria. The topics presented in Table 2 were chosen for program development through a consensus of HumRRO, the Army Research Institute (ARI) and Army Continuing Education Service (ACES). These topics include some life role demands which cut across several areas; for example, interacting with host nation citizens, observing acceptable/preferred behaviors within the host nation, understanding currency exchange rates, developing tolerance/respect for the language, values and behaviors of host nation citizens, and persevering in attempts to communicate effectively with local nationals.

For each of the topics, the instructional objectives to be taught and an outline of the content to be included in the program were developed. These were submitted to ARI for approval as the deliverable titled "Life Coping Skills in USAREUR Project: Results of Logistical Analysis and Planning and Content and Objectives Specification" (Dawson, Brooks, Maddox, and Fullard, January 1982). The objectives for all five programs are contained in Appendix A and the content outline for Eating Out on the German Economy is included in appendix B as an example of the scope of content specified for the topics.

The statements of life role demands are quite general. They needed to be operationalized in order to use them as the basis of the instruc-

Table 1

List of Life Role Demands

1. Prepare a family budget.
2. Prepare a personal budget.
3. Follow safety procedures for the home.
4. Select educational program(s) based upon availability, eligibility and personal abilities, interests, and needs.
- *5. Utilize public transportation system effectively, i.e., schedules, fares, modes, appropriate behaviors.
6. Perform job tasks adequately.
7. Register to vote and request absentee ballot.
8. Save money.
- *9. Observe host nation traffic rules.
10. Utilize the services offered through the Educational Services Office.
11. Compare and select appropriate forms of transportation depending on situational needs.
12. Pass SQT/perform SQT tasks.
13. Know how to obtain emergency financial relief.
14. Obtain USAPEUR driver's license.
- *15. Take safety precautions specific to the host nation environment (i.e., avoiding possibly rabid animals, handling transformers safely, getting on and off trains and strassenbahns safely).
16. Utilize sponsor program effectively.
17. Apply for credit.
18. Become familiar with community resources of instruction for a new leisure skill.
19. Handle classified material correctly.
20. Transfer property legally.
21. Determine when a physical or psychological problem requires medical treatment.
22. Recognize the importance of tests and their effects and therefore give best effort on tests.
23. Use DPP effectively.
24. Be aware of provisions/consequences of economy rental contracts.

25. Communicate effectively with host nation military personnel.
- *26. Utilize best available currency exchange rates.
- *27. Observe acceptable/preferred behaviors within the host nation; such as, quiet hours, "unwritten" rules of behavior, social behaviors.
28. Apply proper first aid to a person suffering from drug overdose.
29. Acquire travelers checks.
30. Clarify educational goals.
31. Observe security regulations (telephone, SMLM).
32. Know when, how, and for what purposes to obtain power of attorney.
33. Find appropriate housing.
- *34. Communicate effectively with store personnel when shopping on the economy.
35. Acquire different physical and psychological health services, both military and local national.
- *36. Use banking facilities for deposit/withdrawal.
37. Utilize effective study skills, including locating a place conducive to study.
38. Interface effectively with NATO partner-ship unit.
39. Maintain balanced checking account.
40. Recognize when personal rights are violated or infringed upon and know appropriate recourse.
- *41. Organize personal time in order to schedule travel/recreational pursuits without conflicting with field duty requirements, alerts, shifts, etc.
42. Adjust to overcrowded housing conditions.
43. Pay bills on time.
44. Maintain POV in safe operating condition.
45. Retain, apply and transfer knowledge and skills which have been learned.
46. Follow military dress code.
47. Understand legal consequences of contractual agreements.
48. Participate in unit sponsored recreational activities.
49. Acquire necessary immunizations for self and family.
50. Schedule time to take classes while also meeting on duty and off duty obligations.
51. Recognize uniforms/rank of NATO personnel.

52. Observe military and host nation rules and regulations concerning the ownership and care of pets.
53. Gather information about available options and select recreational pursuits appropriate to one's interest, budget, marital status.
54. Use acceptable social skills with members of the opposite sex.
55. Follow parking regulations.
56. Participate in and meet the requirements of the Headstart Host Nation Program.
57. Utilize chain of command.
58. Understand rules and regulations governing marriage/divorce to include cross-national relationships.
59. Know how to plan a trip utilizing maps, schedules and tour or travel agencies.
60. Apply basic rules of physical hygiene, preventive medicine.
61. Choose/buy a car and register it.
62. Locate materials/resources which assist one to learn (e.g., library, learning resource center, resource people).
63. Exhibit military bearing.
64. Respond appropriately to instances of discrimination by host nation citizens.
- *65. Develop tolerance/respect for the language, values and behaviors of host nation citizens.
66. Prevent or obtain treatment for venereal diseases.
- *67. Obey military and German police.
68. Locate sources of accurate information about educational opportunities, services, and benefits.
69. Communicate effectively with superiors.
- *70. Observe military and host nation laws.
71. Recognize the use of recreational activities for self-realization, enhancing personal growth.
72. Maintain proper weight and level of physical fitness.
73. Keep records for income tax filing.
74. Determine and utilize educational financial benefits consistent with eligibility and personal needs (e.g., VA, VEAP, TA, BEOG, and loans).
75. Obtain "career" information.
76. Know individual rights within Army assignment system.
- *77. Persevere in attempts to communicate effectively with local nationals despite language barrier.

78. File income tax report correctly and on time.
79. Acclimate to an adult learning situation which differs from the traditional secondary school.
80. Complete requirements for promotion.
81. Share information concerning community resources with spouse/family.
82. Make a smooth cultural transition from CONUS to USAREUR.
83. Choose and acquire car insurance policy.
84. Take advantage of alternate, non-traditional educational programs (e.g., correspondence, external degrees, CLEP, and independent learning).
85. Respond appropriately to rental advertisements.
86. Make the best use of educational opportunities given the realities imposed by mission priorities and/or limited opportunities in isolated sites.
87. Know and observe relevant passport, visas, and customs regulations, to include travel to Eastern bloc countries.
88. Establish and maintain effective work relationships with peers.

89. Utilize information about current cultural and sport events.
90. Use housing referral services.
91. Pay host nation utility bills on time.
92. Deal effectively with one's own emotional needs and problems.
93. Deal appropriately with sexual harassment.
94. Effectively utilize individual and unit training opportunities.
95. Use postal services effectively.
96. Observe military family housing rules and regulations.
97. Use military shopping facilities.
98. Conserve energy at home/work and on the road.
99. Observe military barracks rules and regulations.
- *100. Use ration cards.
101. Observe anti-shoplifting laws.
102. Obtain added value tax relief.
103. Overcome negative attitudes of peers, supervisors and self toward education.

104. Recognize the information services available from your local library.
105. Locate and utilize resources for independent training (MOS libraries, correspondence courses, learning resource centers).
106. Use comparative shopping methods.
107. Recognize authorized/non-authorized solicitors.
108. Know what assistance is available through JAG legal services.
109. Know of educational opportunities for dependents.
110. Understand how to deal effectively with personal and family crises.
111. Use customer complaints procedures correctly.
112. Know how to contact local chaplain's office to obtain information about services and programs.
113. Purchase gas coupons.
- *114. Know how to order and pay for food and behave appropriately in restaurants on the economy.
115. Develop and utilize knowledge of geography estimates of time and distance for travel.

116. Recognize role of education in promotion/advancement.
117. Apply learning skills such as information gathering, problem solving, and the organization, analysis and evaluation of data.
118. Utilize variety of economy markets, bazaars, sales, etc.
119. Make choices about drug/alcohol use based on legal/health consequences.
120. Avoid businesses known for deceptive practices.
121. Relate individual job to Army mission.
122. Obtain sales agreement in writing.
123. Provide proper family and child care.
124. Understand the purposes and methods of family planning and its physical, psychological, legal, and religious aspects.
125. Apply first aid procedures in response to accidents and emergencies.
- *126. Understand impact of current events on soldier in Europe.
127. Apply European measurements (clothing, weight, metric).

Table 2

Topics for Doing It in Deutschland Programs

Pilot Program: Using Public Transportation in Germany

Program Two: Eating out on the German Economy

Program Three: Using Military Community Services

Program Four: Shopping on the German Economy

Program Five: Legal Aspects of Living in Germany

tional program. Of primary importance in this task were discussions with people in the field who are subject matter experts concerning the program topics. Among these were representatives of the German Federal Railway, the Office of the Judge Advocate General, Army Community Services, Military Police and Drivers Orientation and Testing. A wide range of literature also proved valuable in determining the content, scope, sequence and desired outcomes for each program. This included official Army publications, unofficial publications available in USAREUR, and references concerning German language, customs and laws from libraries and bookstores.

Selection of Media and Delivery Systems

The development of training materials designed specifically for soldiers in USAREUR requires an understanding of the characteristics of the target population. Data collected from project activities during FY81 allowed for some generalizations about first term enlistees that have implications for the design and development of materials to teach USAREUR-specific life coping skills. Among these are that:

1. soldiers often do not seek out services from agencies, but rather tend to try to learn things on their own or informally through peers, their NCOs, family or friends;
2. many soldiers either lack the time to attend classes or experience conflicts with duty assignments which preclude their enrollment in classes and/or their use of many agency services;
3. soldiers tend to use those services which are most accessible to them in terms of location and time;
4. many soldiers have limited reading ability, dislike reading,

and/or do not learn well from print-only instruction; and

5. soldiers are most receptive to training which is based on real-world needs and which has a "hands-on" orientation.

Existing programs/materials used to assist soldiers in acquiring life coping skills may not be effective/efficient because of one or more of the following reasons: They have limited availability and/or accessibility in terms of numbers, time and location; costs of purchase and/or reproduction are prohibitively expensive; they require sophisticated hardware in their use; they can be used only under the direct supervision of a trainer/instructor; they have been developed with civilians and/or CONUS in mind and, therefore, lack the USAREUR-specific content vital to some topics.

Several media and delivery systems were critiqued based upon the above characteristics of the target group, limitations of existing programs, and resource constraints of the project. Video, both broadcast television and transportable tapes, was rather quickly eliminated as an option. The cost to produce and duplicate video programs was prohibitive. Furthermore, most first termers do not have easy access to televisions nor do they utilize the video services of the learning resource center (LRC).

Numerous forms of print-only materials, while relatively inexpensive to develop and duplicate, easy to distribute to soldiers, and capable of delivering diverse instructional activities were considered to be insufficient for the task. Even if written at a level understandable by soldiers with limited reading ability, a print-only program would probably not overcome many soldiers' dislike for reading.

An audio-only approach would have several major limitations. Some of the concepts to be taught require visualization. An audio-only program could not incorporate all of the instructional and assessment components of competency based education. However, audio was viewed as offering some relevant advantages. Information can be presented in a number of ways. Techniques such as sound effects and music can be used to gain and maintain attention. The audio medium can be used through multiple delivery systems to which soldiers have ready access.

It was decided that the positive aspects of audio would compensate for the deficiencies of print-only materials. An audio component would serve to present information in an interesting manner and to motivate soldiers to complete the print. The print component would expand upon and reinforce the information presented auditorily and provide opportunities for practice and evaluation.

In order to reach large numbers of soldiers, it was decided to use multiple delivery systems. The primary delivery system will employ a mass media approach through the Stars and Stripes newspaper and AFN-radio. Soldiers have ready access to these sources, and, in fact make use of the Stars and Stripes and AFN-radio (Sterling and Lucken-Newton, 1981; Stephens, 1980).

The program will also be incorporated into existing services offered through USAREUR agencies. The audio tapes and newspaper inserts will be made available to current programs such as the basic skills education program, high school completion, Headstart, the ACS counseling/training programs, and similiar programs offered by the USO, Red Cross, chaplain, or mental hygiene clinic, for example. This is quite feasible because of

the comparatively low cost of reproduction, especially when compared with video or other projected media.

The programs will also be made available at learning resource centers, MOS libraries, or other education center facilities. The programs can be used at these facilities and/or at home. Precedence for both of these procedures exists. In this way, individual soldiers can make use of the materials on their own time. Also, first line supervisors, training NCOs and other concerned unit personnel will have access to the materials for use as they see fit, as with MOS-related and academic materials available from these facilities.

The actual implementation of these delivery systems will be on a trial basis after the revisions indicated by the formative evaluation described in this report have been made. First, each program will be delivered through a combination of AFN-radio and the Stars and Stripes for one week along the following lines. For several weeks before the series begins, "spots" will be aired on AFN-radio and television informing listeners of the coming programs. During this time, articles and ads will also appear in the Stars and Stripes and other official and unofficial USAREUR publications. In the Sunday edition of the Stars and Stripes an eight-page supplement will contain the printed materials for the program. This will include information about listening times and the follow-up evaluation form. During the week, the audio portion of the program will be broadcast several times. These times will be determined by AFN and HumRRO. Each program will inform the listeners that (a) it is one of a series and (b) that it and others will be available to them

through their learning resource center. Program users will be asked to complete the follow-up information/evaluation form contained in the Stars and Stripes supplement and mail as directed.

Prior to the week in which a program is being aired, it will be distributed to the learning resource centers and other of the possible delivery system agencies (e.g., BSEP or ACS). In this way, the programs will be available to people who did not hear it on AFN and/or didn't get a newspaper or people who want to hear/read it again.

Utilization of Research-Based Techniques of Instructional Design

The design of the programs was guided by a set of research-based strategies which are part of the emerging technology of instructional development. These principles and techniques were drawn from several sources (c.f. Gagne and Briggs, 1974; Baker and Quellmalz, 1972; Popham, 1971; Kemp, 1971; Dawson, 1979; Dawson and Hebein, 1980; and TRADOC, 1975).

The functions of the events of instruction (Gagne, 1974) served as the major conceptual framework for the design of the programs. Gagne views instruction as a series of events which make it possible for a learner to proceed from where s/he is before instruction to competence or mastery of the objective. The functions are listed below in their usual, but not invariable, order:

- Gaining and maintaining the learner's attention
- Informing the learner of the objective
- Recalling prior relevant learning
- Presenting the instructional material

- Providing learning guidance
- Providing the opportunity for the learner to practice the performance required by the objective
- Providing feedback about the correctness of the performance
- Assessing the learner's performance
- Enhancing retention and transfer

In order to accomplish all of these functions in each of the programs, a variety of techniques were used. Among these were to:

- Provide advance organizers and/or overviews.
- Vary the nature of the instructional stimuli.
- Employ humor.
- Involve the learner in game-type situations.
- Use suspense.
- Keep the learner active rather than passive.
- Use vocabulary, written and oral, that will be understood by the learner.
- Provide multiple, alternative opportunities for the learner to acquire the skills, knowledge, and/or attitudes.
- Structure the instruction logically.
- Incorporate direct and indirect prompts.
- Vary the amount of learner guidance.
- Personalize the practice. Make it experiential.
- Make the material visually appealing.
- Use one medium to complement the other (e.g., to reinforce and/or expand upon a concept).
- Provide a variety of examples.

Logistical Analysis and Planning

In order to develop, produce and try out the instructional programs, advice, support, assistance and coordination with a number of agencies and organizations was obtained. It was crucial to involve from the beginning the people who were to play vital roles in achieving the objectives of the project. This was necessary not only so that the tasks could be accomplished without logistical problems, but also so that the individuals involved at each stage understood the purposes and perspectives of the project; were willing and able to participate; and felt that they had had a part in planning the activities.

Specifically, communication with three major categories of people has been established and maintained. First, personnel at the American Forces Network (AFN) who will provide support in the broadcast of the audio media were contacted. Second, a working relationship with the individuals at Stars and Stripes who will assist in the printing and distribution of the print component of the programs has been established. Third, people who will be responsible for implementing the alternative delivery system through Army Continuing Education Services (ACES) have been consulted.

The results of these activities were documented in an interim report (Dawson, et al. 1982) which included the specific arrangements that were made for the production of the programs, the pilot testing of the programs, and the field testing of the delivery systems.

Development of Programs

The procedures used to develop the programs differed from those specified in the technical proposal primarily because the anticipated production support from AFN was not available. The following procedures were used to produce each program.

Using the objectives and content specifications as a basis, the project team worked together to develop the framework for the plots and scenes of the audio component and the types of information, visuals, and activities of the print component. One person was then responsible for collecting resources and writing the print materials while the script writer developed the script. These two people coordinated their efforts periodically in order to integrate the print and audio components.

The consultant graphic artist was responsible for converting the manuscript print materials and visual descriptions into an eight-page newspaper layout. She had use of the equipment and materials at Stars and Stripes (Darmstadt) and the assistance of their technical personnel (type-setters, photographers, etc.). The facilities and services provided by the Stars and Stripes were included in the rate the newspaper charges for a public service insert which will be distributed to 93,000 readers throughout Germany.

The script was used to produce an audio tape suitable for broadcast and mass duplication. Locally-available talent was solicited through community theatre groups. The talent were military and civilian employees; therefore, they rehearsed and taped during off-duty hours. An honorarium was paid to defray some of the personal expenses involved,

such as, transportation, meals, and child care. Taping, editing, mixing, sound effects, music and duplication were accomplished at a commercial sound studio on the German economy. The facilities, equipment, music and sound effects library, and technician's services were included in the subcontract with the studio.

Overview of the "Doing It in Deutschland" Programs

The tryout versions of the five "Doing It in Deutschland" programs have been submitted to ARI as a separate deliverable composed of six eight-page newspaper galley proofs and five audio cassettes each with an approximately 30-minute two-part program. Appendix C contains photo-reduced copies of the print components used during the tryouts and formative evaluation. (Appendix W includes photo-reduced copies of the revised materials which were produced based upon the data presented in this report and then used in the field evaluation conducted under a subsequent contract.)

When these programs were proposed, it was anticipated that the print component would be a four-page insert and the audio component would be a tape of approximately fifteen minutes. As a result of the experience of producing the pilot program, it was determined that this would be insufficient. Therefore, each program consists of an eight-page newspaper supplement and a two-part radio tape with each part being approximately fifteen minutes. Additionally, the program on using military community resources contains a second eight-page insert which is a Directory of USAREUR Services.

Some of the important features of the programs are summarized here

to highlight, in particular, aspects which are consistent across all of the programs. The programs are designed to be entertaining as well as instructive. The audio component for each program is a humorous episode which involves the main cast of secret agent-type characters, Strac Willie, Dr. Zap, and Chester Boondoggle, in an adventure which requires them to perform the skills being taught. For example, in "The Munich Connection", their mission involves using public transportation to include such things as reading maps, schedules and signs, purchasing tickets, and behaving appropriately on buses, streetcars and trains. Frequent reference is made by the narrator to the newspaper supplement which should be used in conjunction with the audio portion. The narrator also reinforces, clarifies and expands upon concepts being illustrated by the characters. Music and sound effects are used to gain and maintain attention and to provide continuity and smooth transitions within the episodes.

The print portion is written at a readability level appropriate to the target audience (no higher than 6.0 using the Fry readability formula). Many visuals, such as pictures, cartoons, representations of signs, symbols, maps, schedules, menus, labels, forms and other items related to the program's topic are interspersed among the instructional information, practice activities and assessment exercises.

The first page of each program contains a picture of the characters which depicts a scene from the episode and some preview information about the characters in the episode to arouse interest. The objectives of the program are presented in the form of a survey incorporating, typically, a

"rate-yourself" approach. An overview of the entire series is briefly given which includes information about both of the delivery systems (AFN and learning resource centers). Finally, the first page introduces the "Coping Contest" which is designed to be motivational and also to encourage users to complete and send in the program evaluation form.

The second and third pages provide information which is directly linked to the audio portion. For example, the map and schedules to which the characters refer during "The Munich Connection" are shown on pp. 2-3. These pages also contain pictures of scenes from the episode, such as the three types of eating places visited in "The Triple Treat".

The fourth and fifth pages (the middle spread) provide in-depth information in text form supported by appropriate charts, diagrams and other visuals. For example, in "The SOFA Saga" correctly completed customs declaration forms are shown and in "The Goods to Go" the calculations needed to convert from German to U.S. money and vice versa are illustrated.

Pages six and seven are practice-oriented. Diverse opportunities to apply the skills previously presented range from very structured exercises with many prompts and single correct answers to experiential activities which require the users to apply the skills to their own personal situations. Spaces are provided for answers to encourage overt responses, and immediate feedback can be obtained by referring to the correct answers on page seven. The materials are designed to be consumable and kept for future reference. The top of page seven for each program contains a review self-check, while the bottom of the page

presents the "Coping Contest". The contest presents the stimuli in a visual form to encourage completion by people who might be less inclined to do a contest presented in a print format.

The top of the last page contains some type of puzzle or game for each program based upon vocabulary and phrases. For example, for "The Munich Connection" there is a crossword puzzle and for "The Goods to Go," a word search puzzle, both of which require German as well as English language skills.

The bottom of page eight is the back of the Coping Contest mail-in form. It contains a place for the user to "Give Us a Piece of Your Mind" and evaluate the various aspects of both the audio and print components. The tear-off is designed so that it need only be folded, stapled or taped closed in one place, and dropped into an APO mail box since it has a "postage-paid" symbol.

The newspaper inserts when actually published will contain color on pages one, four and five as another attention-directing device.

TRYOUT AND FORMATIVE EVALUATION

Introduction

This section of the report describes the methods employed and the results obtained when the five programs were tried out and formatively evaluated. The section is presented in two parts because the first program, "The Munich Connection" served as a prototype and was pilot tested before the other programs were developed. Also the evaluation methods and instruments used were modified; therefore, it is more appropriate to report on the pilot program separately. Based upon the findings of the pilot test of the prototype, some minor modifications in design and development for the subsequent programs occurred, although the key concepts, principles and techniques previously described continued to be applied.

The data on which program developers rely as a basis for revision decisions need to be qualitative as well as quantitative. Inferences must be drawn from the data about the kinds of changes which might improve a program. Program revisers utilize summary statistical data, but also look at very concrete aspects which are idiosyncratic to a particular program. For internal use, data at this high level of detail are essential; to interested persons external to the project, these may be cumbersome and/or unnecessary for their purposes. Therefore, most of these specific types of data are presented in the Appendices and only referred to in the text or summarized in tables within the body of the report.

Purpose

The purpose of the pilot tests of the "Doing It in Deutschland" programs was to provide a data base on which to make decisions concerning program modification/improvement. Pilot tests with small numbers of participants drawn from the desired target group (in this case, first term enlistees who lack the skills being taught) generate information on user pre- and post-program performance, within-program process/progress, and user attitudes/opinions of the program and its content. Each of these types of data has implications for revision decisions. The "ideal" program provides instruction through which users proceed without difficulty, from which they achieve the pre-specified objectives, and about which they have positive attitudes and feelings. When any of these criteria are not met, there is a need to modify one or more aspects of the program.

Evaluation Questions

The overall purpose of obtaining data on which to make program revision decisions was operationalized by seeking the answers to several specific evaluation questions. These were:

1. How instructionally effective was the program?
 - a. To what extent did the participants achieve the program's objectives as measured by pre- and post-program tests of knowledge/skills?
 - b. In what ways did the program affect the participants' future behavior in real life as measured by self-reports of anticipated behavior?

2. What types of affective reactions did the program produce?
 - a. How effective was the program in gaining and maintaining interest?
 - b. What were the participants' reactions to specific aspects of the program (plot, characters, content, activities, etc.) and what was the impact of these reactions?
3. How well were the participants able to proceed through the materials? With which parts of the program were difficulties encountered?

Pilot Test of the Prototype Program:

"The Munich Connection"

Method

In order to diagnose areas of weakness and to improve the pilot program through subsequent revision, three general categories of formative evaluation data were collected. First, data concerning program effects were obtained; i.e., user/outcome performance, both anticipated and unanticipated. Second, data regarding the instructional process were collected; i.e., how the program operates, and the adequacy of the presentation, sequence and format. Third, user reactions to the program were solicited; i.e., their attitudes, feelings, and other affective measures regarding the program and/or its content.

The data sources for the prototype tryouts, the materials and instruments used, and the procedures followed are described in this section.

Participants. The pilot program was administered to 47 first term enlisted soldiers in six USAREUR battalions. Battalions were selected to

represent a cross section of unit types and variations in geographic locations. The types of units included armor, maintenance, mechanized infantry, engineering, artillery and military police. Some units were located in or near cities with troops who have access to a variety of types of public transportation; others were more geographically isolated with minimal access to some forms of transportation.

Table 3 presents breakdowns for the following demographic variables: grade, sex, age, ethnicity, education, time in Germany, MOS and place of residence.

Tryout materials and instruments. The pilot program materials consisted of the tryout version of the print component and a high-quality cassette tape of the radio episode both of which are submitted with this report.

In order to collect background information, pre- and post-program performance data, and user reactions to the program, several instruments were developed.

Appendix D contains the background information form. In addition to demographic variable questions, items were administered to determine the extent to which each participant had used various types of public transportation in Germany and, in cases of infrequent use, reasons for little or no use of the particular type(s) of transportation. Other questions pertained to individual patterns of reading the Stars and Stripes and listening to AFN-radio. These USAREUR experience items and a summary of the responses are included in Appendix E. Such an assessment will be useful in determining broadcast and publication days and times for the

Table 3
Pilot Program Tryout Participants
(N = 47)

<u>Grade</u>			<u>Age</u>			<u>Ethnicity</u>		
E-1	4	(8.5%)	18	7	(14.9%)	Black	14	(29.8%)
E-2	10	(21.3%)	19	14	(29.8%)	Native American	1	(2.1%)
E-3	20	(42.6%)	20	6	(12.8%)	Spanish Surname	3	(6.4%)
E-4	13	(27.7%)	21	12	(25.5%)	White	29	(61.7%)
			22	1	(2.1%)			
<u>Sex</u>			23	2	(4.3%)	<u>Live in:</u>		
Male	38	(80.9%)	24	2	(4.3%)	Barracks	43	(91.5%)
Female	9	(19.1%)	25	1	(2.1%)	On Economy	4	(8.5%)
			28	1	(2.1%)	<u>Time in Germany</u>		
			31	1	(2.1%)	Less than 3 mos.	5	(10.6%)
			<hr/>			3 - 6 mos.	17	(36.2%)
			$\bar{X} = 20.5$			7 - 9 mos.	8	(17.0%)
<u>Education</u>						10 - 12 mos.	9	(19.1%)
High School						12 - 18 mos.	4	(8.5%)
Diploma	35	(74.5%)				19 - 24 mos.	3	(6.4%)
No Diploma	10	(21.3%)				25 - 36 mos.	0	(0.0%)
Some College	2	(4.3%)				More than 36 mos.	1	(2.1%)
 M.O.S.								
05B	2	(4.3%)	12B	5	(10.6%)	19E	8	(17.0%)
05C	1	(2.1%)	13B	4	(8.5%)	54E	1	(2.1%)
11B	5	(10.6%)	13C	1	(2.1%)	63B	3	(6.4%)
11C	2	(4.3%)				71L	4	(8.5%)
						63D	2	(4.3%)
						72E	1	(2.1%)

programs in the Doing It In Deutschland series.

Alternate tests were developed as pre- and post-program assessments. Six questions pertained to reading train schedules and four to identifying the meaning of transportation signs and symbols. These are included in Appendix F.

Tryout procedures. The pilot program was administered to small groups of soldiers (between four and eight) by two HumRRO staff members during approximately three hours. After a brief description of the project and the need for their assistance, the participants answered the demographic questions and the series of questions regarding their past and current use of public transportation, the Stars and Stripes newspaper, and AFN-radio.

The ten-item pretest was administered next. All participants were allowed time to complete this instrument.

Each person was given a copy of the Doing It In Deutschland newspaper supplement for "The Munich Connection" with an explanation that a similar insert will be published with a Sunday edition of the Stars and Stripes. Participants were instructed to read the first page and complete the "Rate Yourself: Are You Fit to Be a Secret Agent?" General instructions which applied to all reading activities were to circle any words not understood and/or to write comments in the margins.

Having completed page 1, participants answered the first two items on the Reactions to "The Munich Connection" questionnaire (see Appendix G). These items assessed initial reactions to the program and interest in going on with the print and audio components of the program.

Next, participants quickly looked over pages 2 and 3 of the print supplement containing the visuals which are coordinated with the radio program. Instructions on page 2 tell the reader to follow along as the episode takes place. The audio tape of the radio program was played. As the participants listened, the HumRRO staff members made notes of observed reactions and comments. Immediately following the tape, questions 3-7 of the Reactions questionnaire were completed. The group then took a 15-minute break.

Because only three hours were available with each participant, activities on pages 4-8 were prioritized to be completed in sequence. In this way, all tryout participants completed a common set of activities while other activities were completed by smaller numbers of participants based upon their personal choice and the amount that they were able to complete within the allocated time.

All participants studied page 4 and completed "Doing It Yourself" on page 6 (questions 1-9). Most completed page 5 and page 7 (The Contest, "Was Ist Los?, Check it Out, Can you Cope?) Fewer completed "By Bus or Strassenbahn?", "On Your Own Turf" (both on page 6) and the Crossword Puzzle (on page 8).

The last items of the Reactions questionnaire were completed and the posttest was administered.

The last part of the tryout consisted of an oral discussion in which opinions, suggestions and other kinds of comments not previously provided in writing could be given. These were recorded by the HumRRO personnel. Participants were thanked for their cooperation and dismissed.

Results

The results of the formative evaluation of the prototype program will be reported by the three main evaluation questions which concerned:

1) program effects; 2) user affect and 3) instructional process.

Program effects. The primary measure of the program's effects was the test administered after the program had been completed. This test included items which sampled the desired outcomes. In order to assess changes in knowledge and skills which resulted from participation in the program, posttest scores were compared with scores on the parallel pretest. These tests are contained in Appendix F. Table 4 presents the pre- and posttest mean scores for each of the six locations and the grand mean for all sites. The pretest means ranged from 30% to 57.5% correct with a mean of means equal to 35.6%, while the posttest means ranged from 73.1% to 87.5% with a grand mean of 81.9%. All changes in mean scores were positive with increases ranging from 25 to 55 percentage points and an average increase of 46.3. These two sets of data indicate that regardless of the pretest score, the means of which varied almost 30 percentage points, participants completing the program achieved rather uniform posttest scores, the means of which varied less than 15 points.

Rather than establish cut-off scores, the tests were analyzed by item in order to determine for which skills/knowledge the materials were less effective and, therefore, possibly in need of modification.

Table 5 presents an analysis of each of the ten pretest and ten posttest items. On the pretest, item #3 which required locating the earliest intercity train on the schedule was not answered correctly by

Table 4
Pilot Program
Pretest and Posttest Scores
(The Munich Connection)

Location #	Pretest \bar{X}	Posttest \bar{X}	Change
1	57.5	86	+28.5
2	30	85	+55.0
3	31.3	82.5	+51.2
4	42.1	73.1	+31.0
5	41.9	87.5	+45.6
6	52.1	77.1	+25.0
Grand means	35.6	81.9	+46.3

Table 5

Analysis of Pilot Program Pre- and Posttest Items

Item Description	% Participants with Correct Response		
	PRE (n=46)	POST (n=44)	change
#1 a Determining between which 2 cities	60.9	82.2	+21.3
b a train schedule is for	54.3	84.4	+30.1
#2 Finding fare information on a train schedule	39.1	66.7	+27.6
#3 Finding first/last Intercity train without time or train number given	0.0	44.4	+44.4
#4 Knowing what kind of train is the fastest	37.0	77.8	+40.8
#5 Determining arrival time when train number is given	58.7	84.4	+25.7
#6 a Sign for baggage locker	52.2	97.8	+45.6
b Sign for toilet	39.1	93.3	+54.2
c Sign for seat reserved for handicapped	10.9	95.6	+84.7
d Sign for bus stop	56.5	97.8	+41.3

anyone. The item answered correctly by the most participants (60.9%) called for determining one of the destination cities on the given schedule. On eight items, 35-60% of the respondents were correct. The other item which was answered correctly by very few people on the pretest (10.9%) required recognition of the sign for the seat which is reserved for the handicapped.

On the posttest, the four items dealing with signs were answered correctly by almost all of the respondents (93.3%-97.8%). The two items which were answered correctly by the fewest people called for finding fare information and locating the last intercity train leaving a given city on the schedule. The latter item is parallel to the pretest item which was answered incorrectly or not at all by everyone. The remaining items were answered correctly by between 77.8% and 84.4% of the respondents.

A t-test analysis was performed on the matched pairs of pretests and posttests. The mean scores for the 42 matched cases was significant at $p < .001$. A summary of this analysis is presented in Table 6.

One activity within the program served as a measure of the objective concerning appropriate and/or legal behaviors on public transportation. The Coping Contest required that five examples of either illegal or inappropriate behavior be identified in a cartoon. Of the 40 people who did the contest (it was an optional activity), almost all found four or five of the behaviors. Five correct answers were given by 57.5% and four correct answers by 37.5%.

All of the objectives of "The Munich Connection" cannot be measured

Table 6

T-Test for Matched Pairs of
Pilot Program Pretests and Posttests

	Pre Test	Post Test
Number of matched cases	42	
Mean	42.7	82.5
Standard deviation	22.9	15.7
Standard Error	3.5	2.4
Difference (Mean)	-39.8	
Standard deviation	22.7	
Standard Error	3.5	
Correlation	0.356	
2-tail Probability	0.021	
<u>t</u> - Value	-11.36	
d.f.	41	
Significance 2-tail probability	0.000	

directly after completing the program. In addition to learning the skills and knowledge needed to use public transportation, other desired outcomes are that soldiers do, in fact, apply those skills when actually using public transportation, and that soldiers who previously have made little or no use of public transportation will increase their use of buses/streetcars and trains. In the limited time frame during which formative evaluations were conducted, it was not possible to obtain measures of actual behavior. Anticipated behavior as reported by the soldiers offers a proximate measure of future use of public transportation. Two questions were asked after the participants had completed the program to elicit their perceptions of how the program may have affected their future behavior.

Table 7 shows the responses to the item: "Having completed this program, are you now more likely to use buses and/or strassenbahns?" Approximately half of the respondents already used these forms of transportation regularly. Of the remaining participants, 64% indicated they were more likely to use buses and/or strassenbahns, while 9% thought they were much more likely. Six people indicated they probably won't increase their use of these forms of transportation primarily because they use other means of getting from place to place.

In a similar way, Table 8 presents the data for anticipated changes in the use of German trains. One-third of the participants considered themselves to be regular train users. Of the others, 80% thought that they would be more likely or much more likely to use the trains in the future. Six people would continue to rely on other types of transportation, including walking.

Table 7

Anticipated Changes in Use of Buses and/or Strassenbahns

Having completed this program, are you more likely to use buses and/or strassenbahns? (N=46)

	<u>n</u>	<u>% of Total</u>	% of Those Not Already Using Regularly
I already use buses and/or strassenbahns regularly.	24	52%	-
I am more likely to use buses and/or strassenbahns now.	14	30%	64%
I am much more likely to use buses and/or strassenbahns now.	2	4%	9%
No, I am not more likely to use buses and/or strassenbahns now because:	6	13%	27%
I ride with a friend.			
I have transportation. (2)			
I'm getting short.			
I like to hitchhike.			
I can walk.			

Table 8

Anticipated Changes in Use of German Trains

Having completed this program, are you now more likely to use German trains?
(N=46)

	<u>n</u>	<u>% of Total</u>	% of Those Not Already Using Regularly
I already use German trains regularly.	15	33%	-
Yes, I am more likely to use German trains.	19	41%	61%
Yes, I am MUCH more likely to use German trains.	6	13%	19%
No, I am not more likely to use German trains now because:	6	13%	19%
I ride with a friend.			
I have transportation (2)			
I don't have the time.			
I can walk.			
I seldom travel distances which require train travel.			

User affect. Data were also collected about the attitudes, opinions and feelings that the program either intentionally or unintentionally developed in the participants toward both the content of the program and/or aspects of the program itself (e.g., media, approach, characters, or difficulty level).

If soldiers are to learn from the program, it must gain and maintain their interest. In order to assess initial reactions to the program as an indicator of its attention-gaining effectiveness, two questions were asked after the participants had read only page 1 of the supplement. First, they were asked if they would want to go on to read the rest of the paper, and, second, whether they would want to listen to the radio program. The responses to these questions, including their open-ended reasons for positive and negative responses, are included in Appendix H. Approximately 90% indicated that they would both go on to read the paper and listen to the radio program (91.5% and 89.4% respectively).

Another set of questions pertained to the radio program, reactions overall and to each of the main characters. Appendix I contains reactions to the program overall. The most often selected adjectives to describe the program were "helpful: (61.7%), "useful" (59.6%), "interesting" (46.8%), "well done" (38.3%), and "funny" (36.2%). Approximately 20% thought it was "fun", while 20% also thought it was "too long". Between six and nine percent thought it was "boring", "stupid", "dull", or "fantastic". Only one person "didn't understand." Most of the words which were added were positive, two were negative ("tiring" and "infantile"), while two are subject to interpretation ("strange" and "wild").

Almost three-fourths of the participants would have listened to the program on their own. Most of those who said they would not have listened cited reasons related to time - not enough of their own, too much time needed at one time, etc. Almost 60% would listen to the program again and a large majority (87%) would recommend to other soldiers that they listen to the program.

Appendix J contains the reactions written about the principal characters in the "Munich Connection" (Strac Willie, Dr. Zap and Chester Boondoggle in that order.) These reactions indicated that, in general, the participants viewed the characters in ways similar to what was intended in their portrayal and that they accepted and/or identified with the characters.

The last pair of user affect questions were open ended and asked respondents which aspects of the entire program (audio and print) they liked the best and the least. These statements are presented in Appendix K. While some people mentioned particular parts of the program (e.g., the tape or contest) as being what they liked best, most statements referred to learning in some way. Nine people said that there was "nothing" they didn't like about the program, while another 16 wrote no comment at all regarding what they liked least (for a total of 53% indicating no negative reactions). Eight of the statements (17%) referred to the length of the program as a least like aspect.

Instructional process. Data concerning how the participants interacted with the materials were obtained in two ways: first, through observations while they worked through the materials, and second, by

analyzing the materials after they had completed the activities. These data are summarized in Appendix K.

In general, users were able to proceed through the materials with little or no difficulty. A few problems were evident, however. First, listening to the tape in its entirety at one time exceeded the attention and/or interest span of some soldiers. The second obvious problem related to the simultaneous use of the newspaper with the tape. Pages two and three appear to have too much information presented in a layout which is difficult for users to follow when hearing the tape. The text on page four, while written at an appropriate reading level, seems to be too dense, and, therefore discourages some soldiers from reading it. The editorial errors and poor formatting of some items on page six caused problems for some users.

Summary

In response to the evaluation questions posed on page 23, the following conclusions can be drawn.

"The Munich Connection" is instructionally effective in assisting users to achieve the program's objectives as measured by the pre- and posttests of knowledge and skill. This is evident from both posttest mean scores and average improvement from pre- to posttest. The skill that was least well learned involved finding specific information on a train schedule. This coupled with the process data concerning the page on which this skill is taught indicates an area for program revision.

Self-reports by users indicate that the program positively affects their intentions. To the extent that intentions predict actual behavior,

the program may encourage soldiers to be more willing and feel more able to use public transportation in Germany.

The program, both the print and audio components, gained and maintained the interest of most of the pilot test participants who also indicated an interest in the topics of the program. The major deterrent to maintaining interest was the length of the audio tape.

Reactions to the various aspects of the program were generally positive. The plot and the characters were acceptable to most listeners. The fact that a large majority would recommend the program to others and thought that the program was helpful/useful and interesting indicates that, overall, the affective reactions have a positive influence on the use of and results from the program.

Participants proceeded through the materials with few difficulties. The need for revisions was indicated in terms of the length of the audio component, the density of some text, the layout of some pages, and the guidance provided in some activities.

The formative evaluation of the pilot program yielded data to be used for two purposes. First, the information provided a basis on which to make decisions regarding modifications to improve "The Munich Connection." Second, the results provided guidance in the development of subsequent programs.

Formative Evaluation of Programs #2 - 5

Results of the formative evaluation of the pilot program, "The Munich Connection" indicated that the general features of the program were effective instructionally and elicited positive user affect. Therefore, the evaluation of the four subsequent programs was designed to

determine if these positive results and reactions were consistent across all of the programs and to provide program-specific information to be used in making revisions. Answers to the evaluation questions posed in the Introduction on page 23 were sought for each of the four programs.

Method

The method used to try out and formatively evaluate programs # 2 - 5 was very similar to that described previously for "The Munich Connection." Some modifications were made in the instruments used to collect data and in the sequence in which participants worked through the materials. These are described in the sections which follow.

Participants. Each of the four programs was tried out with between 18 and 23 first term enlistees. The points of contact at the four locations which supplied troop support were requested to secure first term soldiers with a year or less time spent in Germany, but there were soldiers in each group with more than a year. Those with more than 18 months in country were dismissed. The demographic information for the participants for each program is contained in Table 9.

Tryout materials and instruments. The tryout versions of each program consisted of newspaper-size copies of the eight-page supplements and cassette audio tape recordings exactly like the materials submitted with this report. These were not of the same print quality as were the pilot program materials which had been printed not photo-copied. It would not have been a wise use of money or time to print the small number of copies needed for these tryouts; therefore, galley proofs were pulled from copy machines at the Stars and Stripes.

Table 9
Tryout Participants
Programs #2 - 5

	#2 The Triple Treat	#3 The Community Caper	#4 The Goods To Go	#5 The SOFA Saga
<u>Number of Participants</u>	23	20	20	18
<u>Grade</u>				
E-1	00.0%	15.0%	5.0%	00.0%
E-2	17.4	15.0	15.0	5.6
E-3	56.5	35.0	50.0	66.7
E-4	26.1	30.0	30.0	16.7
Civilian *		5.0		11.1
<u>Mean Age</u>	21.04	20.6	20.55	21.78
<u>Sex</u>				
Male	30.4%	60.0%	60.0%	50.0%
Female	69.6	40.0	40.0	50.0
<u>Race/Ethnicity</u>				
Asian-American	0.0%	5.0%	0.0%	11.1%
Black (Negro)	65.2	20.0	50.0	27.8
Native American (American Indian)	0.0	0.0	0.0	5.6
Spanish Surname (Hispanic)	0.0	5.0	15.0	16.7
White	34.8	65.0	30.0	38.9
Other	0.0	5.0	5.0	0.0
<u>Mean Months in Germany</u>	6.87	7.80	9.15	10.72

* Family member enrolled in the class from which one group of participants were obtained.

Table 9 (continued)

	#2 The Triple Treat	#3 The Community Caper	#4 The Goods To Go	#5 The SOFA Saga
<u>Live in:</u>				
Barracks	87.0%	70.0%	85.0%	83.3%
U.S. Housing Area		5.0%	10.0%	11.1%
On economy	13.0%	5.0%	5.0%	5.6%
<u>High School</u>	100.0%	90.0%	95.0%	72.2%
<u>Graduate</u>				
<u>Military</u>				
<u>Occupational</u>				
<u>Specialities</u>				
15		30.0		
19				11.1
36			5.0	
57				5.6
63	8.7		10.0	
71	30.4	10.0	35.0	5.6
72				5.6
75		5.0		
76	39.1	5.0	10.0	22.2
81	17.4	20.0	40.0	
91		25.0		27.8
92				5.6
94	4.3	5.0		5.6
Civilian				11.1

Several instruments were developed for use in collecting data concerning program effects, user affect and instructional process. Some of these were the same for all four programs; others were program-specific. The same demographic data were collected from these participants as were from the pilot program group (see Appendix D).

For each program, items were written to determine the participants' previous experiences related to the topics of the program. These concerned types of experiences, frequency of experiences and/or reasons for limited experiences. These instruments are included in Appendix M.

Alternate forms of items which measure a sample of each program's objectives were developed. One was designated as a pretest, the other as a posttest. Each test consisted of ten items, some of which required constructed responses, while the rest called for selected responses (matching, multiple choice, and true and false). These tests are contained in Appendix N.

Another program-specific set of questions concerned the participants' perceptions of the personal consequences of having completed the program in terms of what they had learned and the likelihood that they would be more apt to apply the skills and knowledge in real-world situations. These items are included in Appendix O.

Two sets of items were used for all four programs. One was developed in order to obtain reactions to the audio tape and newspaper supplement. The first component of these items pertained to the three main characters in the programs (Strac Willie, Dr. Zap and Chester Boondoggle), the next to aspects of the radio program, and the last to

aspects of the newspaper supplement. These items are included in Appendix P.

Finally, in order to determine participant pre-program knowledge of and interest in each of the topics currently under development and proposed for future development, a series of self-report semantic differential items was written. These are contained in Appendix Q.

Tryout procedures. Each program was administered to groups of four to eight soldiers by two Life Coping Skills project staff members. Approximately two and one-half to three hours were spent with the participants. Time was limited both because of the activity's imposition upon regular duties and the length of time soldiers might be expected to apply themselves to the tasks. Table 10 presents the sequence of procedures which was followed, with minor exceptions, for each tryout.

In addition to the data obtained from the participants in writing, two other types of information were collected. First, observed behaviors and comments were noted by the HumRRO personnel as the participants listened to the tape and worked through the print materials. Second, opinions, suggestions, citations of errors, etc. made during the tryout were recorded.

Results

The findings of the four formative evaluation studies are reported in this section in an integrated manner; that is, the various kinds of data collected for each program are described by category for each program and, where applicable, across all four programs. Results are presented in the order of the evaluation questions to be answered:

Table 10
Sequence of Tryout Procedures
Programs #2 - 5

<u>Approximate Time</u>	<u>Activity</u>
5 min.	Introduce HumRRO personnel; explain project; describe purpose of session; secure voluntary participation.
5 - 10 min.	Complete demographic data (Appendix B); complete items related to previous experiences (Appendix G); Respond to semantic differential items regarding knowledge of and interest in topics (Appendix K). Demonstrate the use of a semantic differential for participants.
10 min.	Do the Pretest (Appendix H).
10 - 15 min.	Pass out newspaper supplement. Explain how it will be broadcast and delivered to communities. Play Part I.
15 - 20 min.	Introduce the tape. Explain how it will be broadcast and delivered to communities. Play Part I.
30 min.	Read and study pages 2 - 5 of the newspaper Supplement; take a "stretch break" as needed for a few minutes.
15 min.	Play Part II of the tape.
5 min.	Complete reactions to the radio program, including perceptions of the characters (Appendix J).
30 - 45 min.	Complete activities on pages 6, 7 and 8 in the order listed. (Some activities everyone should do; other activities should be done based upon interest and time).
5 min.	Complete reactions to newspaper supplement, including rating of the activities (Appendix J).
1 - 2 min.	Complete items concerning perceptions of results of completing the program (Appendix I).
10 min.	Do the Posttest (Appendix H).
2 - 3 min.	Thank the participants and dismiss.
(143 - 176 min.)	

(1) program effects, (2) user affective reactions, and (3) instructional process.

Program effects. For each program a parallel pretest and posttest assessed a sample of the program's objectives. These data can be examined in several ways. Comparisons between mean scores on the pretests and posttests are presented in Table 11. Pretest mean scores varied much more by topic/program than did posttest mean scores. The pretest ranged from 31.7% for "The SOFA Saga" (Program #5 on legal aspects of living in Germany) to 63.5% for "The Community Caper" (program #3 on USAREUR services). Posttest means ranged from 74.4% on "The SOFA Saga" to 88.5% on "The Community Caper". Improvements from pretest to posttest ranged from 25 to 42.7 percentage points, all of which resulted in t-values significant at $p < .001$. Except for Program #3 which had the highest pretest mean, the mean gains from pretest to posttest for the programs were about 40 percentage points.

The frequency distributions of posttest scores for each program are presented first in Table 12 and also graphically in Appendix R. Although all four distributions are skewed sharply to the right, the frequency patterns differ from one program to another. For example, the percentage of respondents achieving 70% for programs 2 -5 respectively. Those attaining less than 70% were 26%, 0%, 25%, and 17%. Responses were rather widely distributed for programs #2 - 5 with a few respondents doing rather poorly (less than 60% correct), some doing medium (between 60% and 80% correct), and most doing rather well (80% correct or better).

Figures 1 - 4 present pretest and posttest performance in yet

Table 11
Pretest - Posttest Comparisons
(Programs #2 - 5)

Program #	Pretest \bar{X}	Posttest \bar{X}	Change	t-value	Significance
2	51.3	80.0	+38.7	5.48	.000
3	63.5	88.5	+25.0	8.01	.000
4	41.5	79.0	+37.5	6.37	.000
5	31.7	74.4	+42.7	8.72	.000

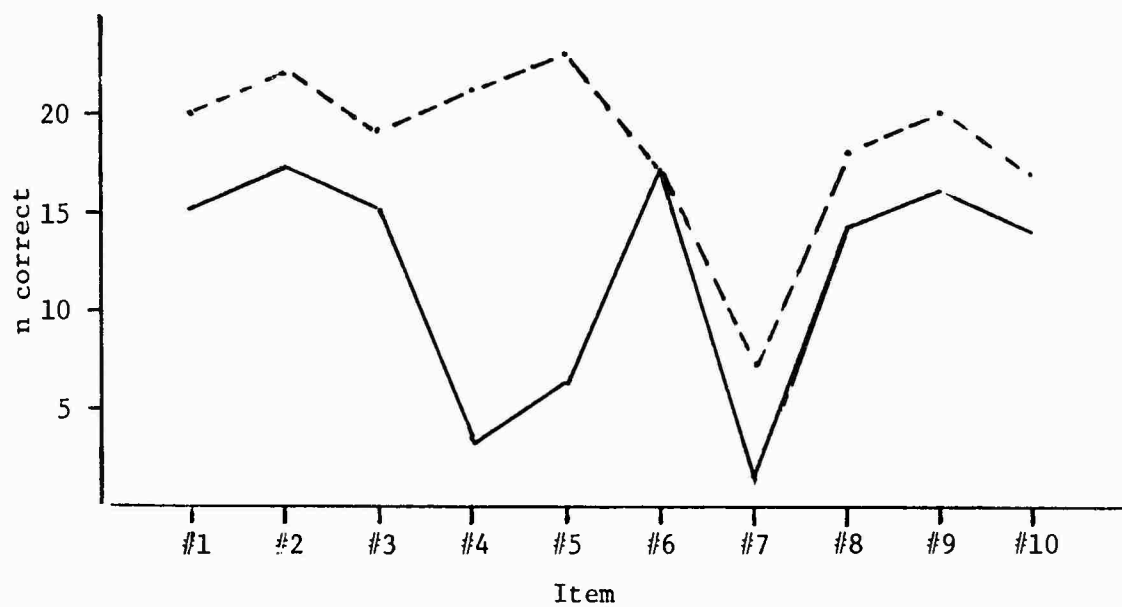
Table 12

Frequency Distributions
Posttest Scores
(Programs #2-5)

NUMBER OF ITEMS CORRECT

	1	2	3	4	5	6	7	8	9	10
#2 The Triple Treat				4.3	4.3	17.4	8.7	8.7	39.1	17.4
				4.3	8.7	26.1	34.8	43.5	82.6	100.0
#3 The Community Caper								40	35	25
								40	75	100.0
#4 The Goods to Go					20	5	30			45
					20	25	55			100.0
#5 The SOFA Saga		5.6		5.6		5.6	11.1	50.0	22.2	
		5.6		11.1		16.7	27.8	77.8	100.0	

relative
frequency
cumulative
frequency



— Pretest

- - - Posttest

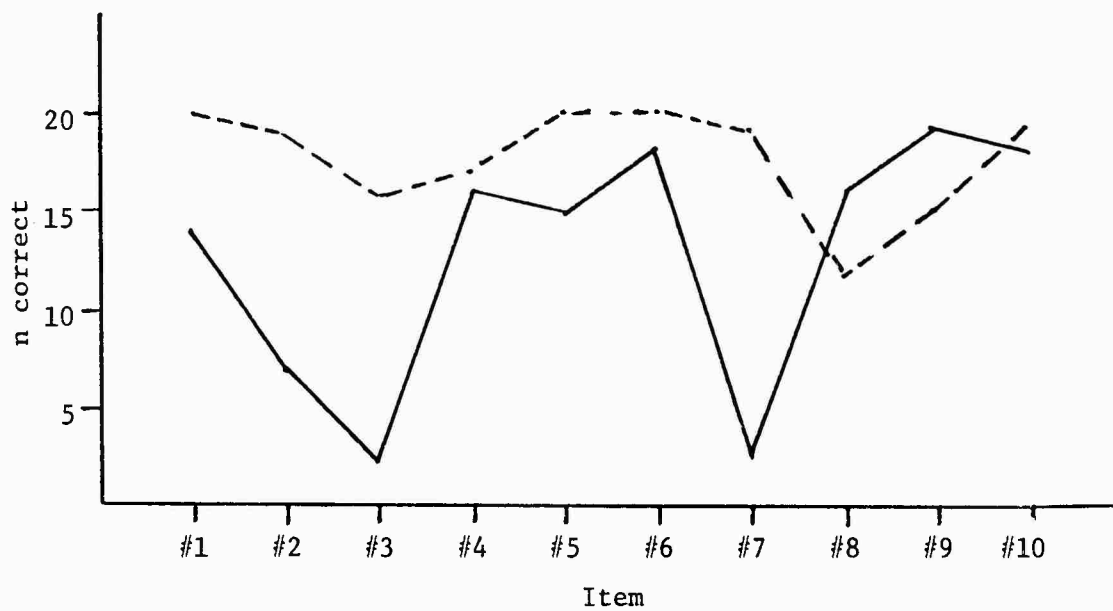
n = 23

Figure 1

Comparison of Correct Responses to Items
on Pretest 2 and Posttest 2
(The Triple Treat)

another way by graphically depicting the item analyses. Items 1 - 3 of "The Triple Treat" concerning types of German eating places and what they serve were answered correctly by a large percentage of the respondents on the pretest (65%, 74% and 65%, respectively) and an even greater percentage on the posttest (87%, 96%, and 83%, respectively). Items 4 and 5 requiring knowledge of German menu items were answered correctly by few participants on the pretest (13% and 26%) and by many on the posttest (91% and 100%). Items 6 and 7 involved computation of bills with item 7 also demanding menu translations. The same number of participants answered #6 correctly on the pretest and the posttest (74%), while only one person (4%) answered #7 correctly on the pretest and seven (30%) did so on the posttest. Items 8 - 10 assessed the participants' understanding of common German phrases and signs encountered when eating out. These were answered correctly by a relatively high percentage of participants on both the pretest (61%, 70%, and 61%) and the posttest (78%, 87%, and 74%).

Figure 2 illustrates the item analyses for the pretest and posttest for "The Community Caper" (Program #3). The first five items required identifying by recall an appropriate USAREUR agency for each of five needs: recreational, training, legal, counseling, and travel. More than one right answer was considered acceptable for these items since more than one agency could provide the indicated services. On the pretest, two items (#2 and 3) were answered incorrectly by most participants (65% and 90%); these and the other three were answered correctly by 90% - 100% of the respondents on the posttest. The last five items for "The



— Pretest

- - - Posttest

n = 20

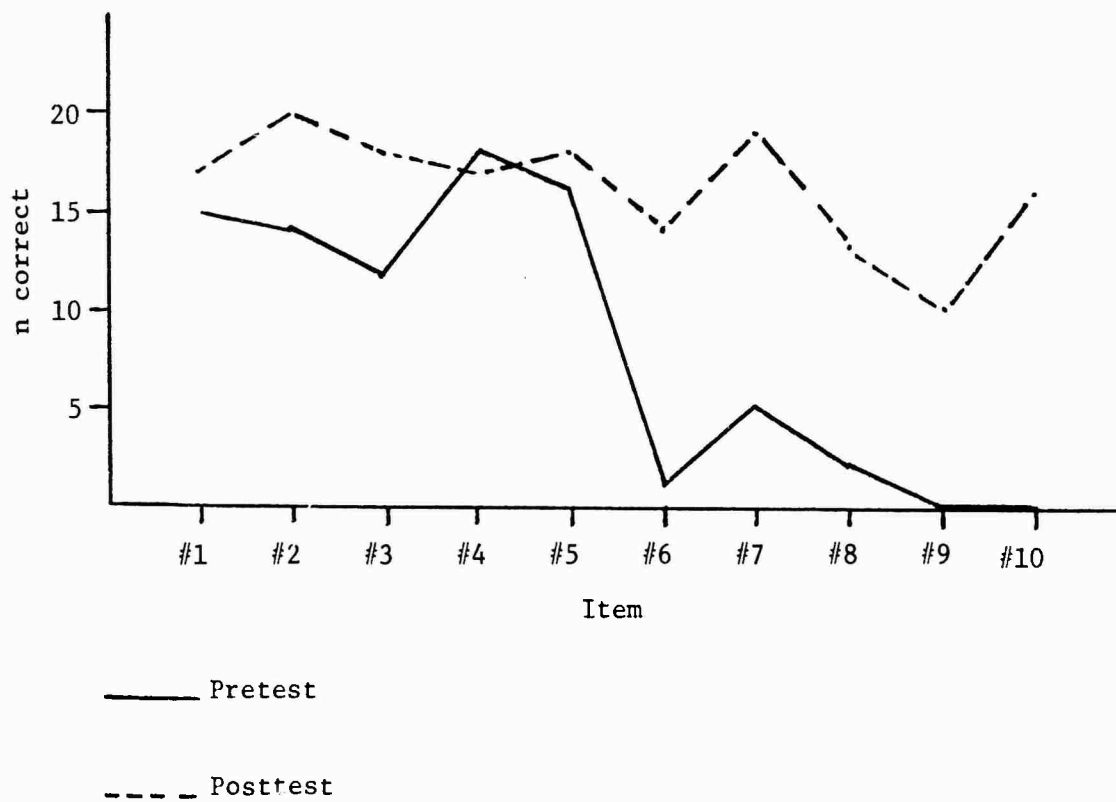
Figure 2

Comparison of Correct Responses to Items
on Pretest 3 and Posttest 3

Community Caper" related to effective and ineffective actions when using agency services. The biggest difference between pretest and posttest responses was for item #7 concerning when to find out what materials are needed to obtain the desired services (10% correct on the pre and 95% correct on the post). Fewer people answered items 8 and 9 correctly on the posttest than did on the pretest (from 80% to 60% on item 8 and from 95% to 75% on item 9). The last item was answered correctly by almost all participants on the pretest and the posttest (90% and 95%, respectively).

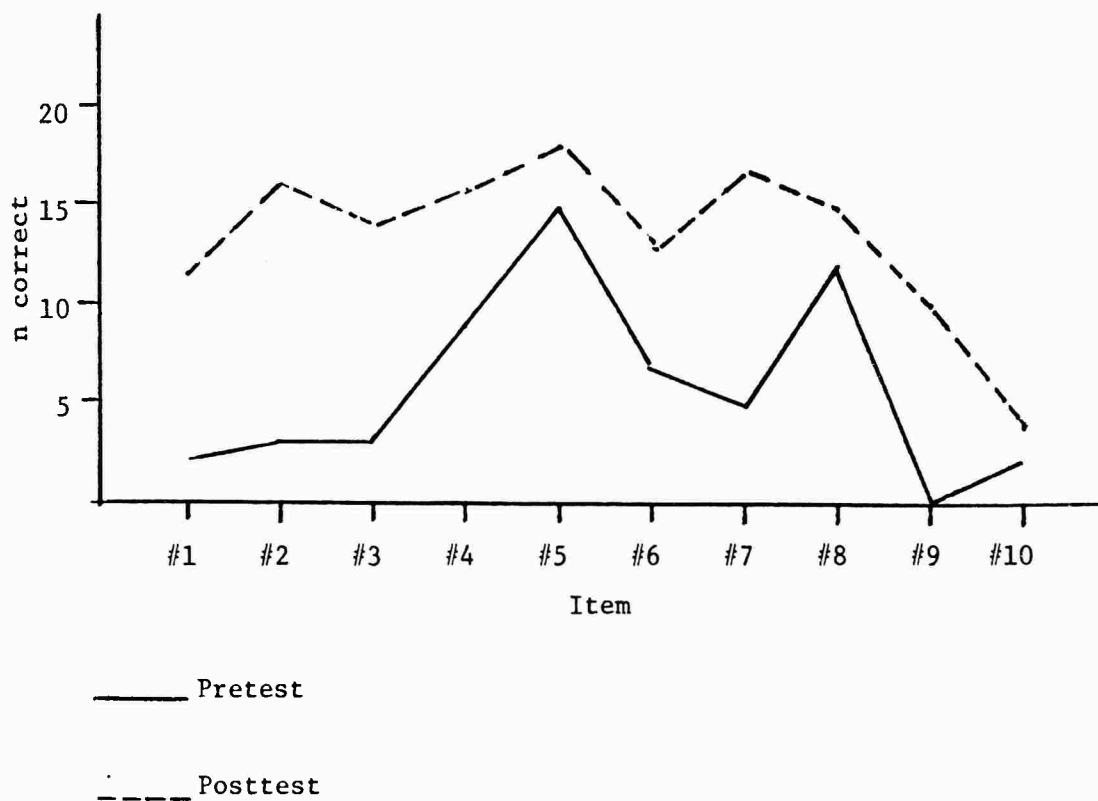
As shown in Figure 3, 60% - 75% of the participants in "The Goods to Go" were able to match the type of goods sold by each of three German stores on the pretest and between 85% and 100% were able to do so on the posttest. On both the pretest and posttest, 80% to 90% of the respondents were able to use the American-German clothes size conversion chart. Few people knew the meaning of clothing care symbols on the pretest (5% and 25%) while 70% and 95% answered items 6 and 7 correctly on the posttest. Two items required computation, #8 utilizing the given exchange rate and #9 the value added tax rate. Only two people (10%) were able to change Deutsch Marks to dollars on the pretest; 13 (65%) were able to do so on the posttest. No one answered pretest item 9 correctly, but one-half computed the Mehrwertsteuer (VAT) savings on the posttest. Finally, no one knew the expression "Kurzer Samstag" on the pretest, while 80% correctly explained the meaning of "Langer Samstag" on the posttest.

One question on "The SOFA Saga" concerned items needed to register a privately owned vehicle. As shown in Figure 4, 11% answered the first



n = 20

Figure 3
Comparison of Correct Responses to Items
on Pretest 4 and Posttest 4
(The Goods to Go)



n = 18

Figure 4

Comparison of Correct Responses to Items
on Pretest 5 and Posttest 5
(The SOFA Saga)

item correctly on the pretest and 61% did so on the posttest. The second and third items required converting kilometers per hour to miles per hour and vice versa. Three participants (17%) were able to do each of these conversions on the pretest; 16 (89%) and 14 (78%) were able to perform the computations on the posttest. Items 4 and 5 asked about the jurisdiction of German and U.S. military police in given situations. Half of the participants recognized the jurisdiction of the German police in traffic situations on the pretest; 89% did so on the posttest. Eighty-three percent correctly identified the jurisdiction of the German police in a case which involved both soldiers and Germans on the pretest, 100% knew the U.S. military had legal authority in a case involving only U.S. matters on the posttest. The item concerning the legal limits for giving rationed items to a German was answered correctly by 39% on the pretest and by 72% on the posttest. Twenty-eight percent knew about mailing bona fide gifts through the APO on the pretest; 94% knew on the posttest. The eighth and ninth items pertained to mandatory and recommended speed limit signs. Two-thirds gave the correct meaning for the "end of speed limit" sign on the pretest, while five-sixths identified the mandatory speed limit sign. No one recognized a recommended speed limit sign on the pretest; ten (56%) did so on the posttest. Only two people (11%) knew the German emergency phone number on the pretest; four (22%) knew the military ambulance number on the posttest.

In addition to the empirical data concerning program effects, data were collected regarding the participants' perceptions of the results of completing the programs. The information for programs #2 - 5 is

summarized in Table 13. In terms of knowledge and skills learned, between 69% and 95% of the respondents perceived that they had learned new things (the first and second items for each program). The last item for each program related to anticipated changes in actual behavior. In this respect, 39% were more likely to eat out on the economy; 65% were more likely to use USAREUR agencies; 47% were more likely to shop on the economy, and 83% were more likely to go to the Legal Assistance Office with a question or problem.

User affect. Reactions to the tape of the radio program were obtained for five dimensions of the program utilizing a seven-point semantic differential (1 is low; 7 is high). The results for each of the four programs and across all four programs are contained in Table 14. Participants first rated the amount of good information in the program. These mean ratings ranged from 4.75 for "The Community Caper" to 5.91 for "The Triple Treat" with a mean across all programs of 5.58. Mean ratings for the programs' helpfulness were between 5.33 and 6.18 with the same two programs receiving the lowest and highest ratings and an average of 5.79 for all four programs. This pattern repeated itself for the "boring - interesting" and "dull - funny" dimensions also. Program #3 was the least interesting and funny while Program #2 was the most interesting and funniest. Program #4 ("The Goods to Go") and #5 (The SOFA Saga) were rated about equally on the amount of good information they contained (\bar{X} = 5.65 and 5.61), but on the next three dimensions, program #5 was more highly rated. These relative reactions are apparent in the mean scores for the overall reaction to each program which is

Table 13
Perceptions of Results from Completing the Programs
(Programs #2 - 5)

	% Responding "Yes"
<u>Program #2 - The Triple Treat</u>	
1. I have learned some words and phrases I can use when I go to a German eating place.	87.0%
2. I have learned some German customs and ways of behaving when eating out.	87.0%
3. When I go to a German eating place, I'll feel more comfortable because I have more knowledge and skills.	56.5%
4. I'm more likely to go to German eating places now.	39.1%
<u>Program #3 - The Community Caper</u>	
1. I know more about the services available to me from USAREUR agencies.	95.0%
2. I know some things I can do to help me get the information or services I want from an agency.	80.0%
3. I am more likely to use USAREUR agencies now.	65.0%
<u>Program #4 - The Goods To Go</u>	
1. I have learned some words and phrases I can use when I go to a German store.	76.5%
2. I have learned some German customs and ways of behaving when shopping.	68.8%
3. When I go shopping in a German store, I'll feel more comfortable because I have more knowledge and skills.	76.5%
4. I'm more likely to go shopping on the German economy now.	47.1%
<u>Program #5 - The SOFA Saga</u>	
1. I have a better idea of my legal status in Germany.	88.9%
2. I have learned some new knowledge and skills that will help me to do things legally/correctly.	88.9%
3. I have a better idea of what to do if I am stopped by the German police.	94.4%
4. I'm more likely to go to the Legal Assistance Office if I have a legal question or problem.	83.3%

Table 14
Reactions to the Radio Program
(Programs #2 - 5)

	Program Number*				
	2	3	4	5	2-5
A. (7) Lots of good information - (1) No good information	5.91	4.75	5.65	5.61	5.58
B. (7) Helpful - (1) Not helpful	6.18	5.33	5.55	5.89	5.79
C. (7) Interesting - (1) Boring	5.57	3.83	4.20	4.94	4.75
D. (7) Funny - (1) Dull	5.91	4.16	4.30	4.67	4.88
E. (7) Too short - (1) Too long	4.61	3.33	3.75	3.72	3.95
Total Reaction (A-D)	5.88	4.52	4.93	5.28	5.25

* #2 is The Triple Treat
 #3 is The Community Caper
 #4 is The Goods to Go
 #5 is the SOFA Saga

derived from the four dimensions. In descending order are program #2 (\bar{X} = 5.88), program #5 (\bar{X} = 5.28), program #4 (\bar{X} = 4.93) and program #3 (\bar{X} = 4.52). The fifth dimension concerned reactions to the length of the programs. In this instance, the midpoint of the scale (4) would be most desirable, a higher number would indicate belief that it was too short, and a lower number, too long. From perceptions of longer to shorter, the programs were rated in as follows: #3 (\bar{X} = 3.33), #5 (\bar{X} = 3.72), #4 (\bar{X} = 3.75), and #2 (\bar{X} = 4.61).

In a similar manner, participants indicated their reactions to the newspaper supplements (see Table 15). The informational dimension received mean ratings of 5.95 (program #3), 6.10 (program #4), 6.27 (program #2), and 6.44 (program #5). The degree to which activities were helpful ranged from 5.70 for "The Community Caper" to 6.14 for "The Triple Treat". The appearance of the print materials was rated 5.47, 5.50, 5.67 and 5.86 for programs #3, 4, 5, and 2 respectively. The overall reactions which combined these three dimensions resulted in a rank order of program #3 (\bar{X} = 5.68), #4 (\bar{X} = 5.80), #5 (\bar{X} = 6.06) and #2 (\bar{X} = 6.09). The ideal difficulty rating would be the midpoint of the scale (4) with higher ratings for a tendency to be too easy and lower, too difficult. Difficulty ratings were 3.95, 4.11, 4.33 and 4.50 for programs #3, 5, 2 and 4 respectively.

The combined ratings for the audio and print components of each program were used to compute a mean rating for overall reaction. These ratings which are in Table 16 ranged from 5.31 for "The Goods to Go" to 5.94 for "The Triple Treat".

Table 15
Overall Reactions to the Newspaper Supplement
(Programs #2 - 5)

	Program Number*				
	2	3	4	5	2-5
A. (7) Lots of good information - (1) No good information	6.27	5.95	6.10	6.44	6.19
B. (7) Helpful activities - (1) Useless activities	6.14	5.70	5.80	6.06	5.93
C. (7) Too easy (1) Too difficult	4.33	3.95	4.50	4.11	4.23
D. (7) Looks good - (1) Looks bad	5.86	5.47	5.50	5.67	5.64
Total reaction (A+B+D)	6.09	5.68	5.80	6.06	5.90

* #2 is The Triple Treat
 #3 is The Community Caper
 #4 is The Goods to Go
 #5 is the SOFA Saga

Table 16
Overall Reactions to Programs
(Program #2 - 5)

<u>Program</u>	<u>\bar{X} Score</u>
#2	5.94
#3	5.37
#4	5.31
#5	5.61
Overall	5.57

Participants also rated the individual activities on which they worked in the newspaper supplement from "1" equals "awful" to "4" equals "great". The mean ratings for all of the activities of programs #2 - 5 are summarized in Appendix 5. The lowest mean rating was 2.0 and the highest 3.50, with most means between 2.5 and 3.0. "Two" on the scale was designated as "okay"; hence, all activities were perceived to be between "okay" and "great" with most being "good" (3 on the scale).

Several items were open-ended; these results are also displayed in an Appendix T by participant rather than by item in order to present a more accurate picture of the proportion of respondents who had positive and negative reactions to the programs. In this way, it is possible to ascertain whether it is the same person giving three negative comments or three different people. Reactions to "The Triple Treat" were quite positive. Of the three people who indicated that they would not have listened to the entire program on AFN, only one gave a reason directly related to the program. This was also the individual who cited the tape as the least liked part of the total program. Three-fourths of the participants would enter the Coping Contest. Most of the positive comments mentioned that the program was helpful and/or informative. The three program-specific negative comments related to the tape (2) and the difficulty level of the materials. Sixty-five percent of the respondents said there was nothing they didn't like or left the space blank.

The radio program for "The Community Caper" would have been listened to entirely by 42% of the respondents and half of the reasons for not listening were program-specific. Five of the people who would not have

listened to the program on AFN would not enter the contest either. Most of the positive comments focused on the information provided in the materials while most of the negative remarks concerned the tape.

Although 55% of the respondents indicated that they would not have listened to the entire program for "The Goods to Go," seven of the eleven reasons were not specific to the program. Of the five people who wouldn't enter the contest, four would not have listened to the tape either. The best liked features concerned the helpful information. Four of the eight "least liked" comments pertained to the audio tape.

Almost three-fourths of the respondents would have listened to "The SOFA Saga" entirely on their own; only two of those who would not have cited program-specific reasons. Most would enter the Coping Contest. Positive comments included the informative, helpful, interesting and enjoyable aspects of the program. Of the five people who mentioned least liked aspects, three commented on the tape and of these, two had indicated they would not have listened to the entire tape.

Participants were asked to list the people to whom they would recommend listening to the AFN broadcast. Their responses were coded into the categories contained in Table 17. The individual programs would be recommended most frequently to new people to German and anyone who wants to learn about the topics of the programs. Fewer people thought everyone in Germany should listen. Not many distinctions based upon rank were made.

The perceptions the participants had of the three main characters were elicited in two ways. First, each of twelve descriptions were

Table 17
To Whom Participants Would Recommend Programs

	Percent Naming Each Category				2-5
	#2	#3	#4	#5	
1. Enlisted Members	8.7	5.0	0.0	0.0	2.5
2. NCOs	0.0	5.0	5.0	0.0	2.5
3. Officers	4.3	5.0	0.0	0.0	2.5
4. Family members	4.3	10.0	5.0	11.1	7.5
5. New people to Germany	34.8	20.0	20.0	50.0	32.5
6. Anyone who wants to learn about	21.7	20.0	30.0	44.4	31.0
7. Everyone in Germany	39.1	5.0	20.0	11.1	19.7
8. Younger people	4.3	0.0	5.0	11.1	5.0

assigned to Strac Willie, Dr. Zap or Chester Boondoggle. Then, the respondents assigned a military rank to each character. These data can be found in Appendix U. Strac Willie was seen most often as getting excited easily, conceited, and going off "half-cocked". Dr. Zap was viewed most frequently as "easy going", "a good source of knowledge", "the leader of the group", "not very energetic", and "kind of formal". Chester Boondoggle appeared to many participants to be "easily excitable", "not too swift", "a loyal buddy", "absent-minded" and a "person who tries hard". These reactions are generally congruent with the intended portrayals.

Chester Boondoggle was given a rank of from E-1 to E-3 by 78% of the participants. Dr. Zap was most frequently assigned an O-2, O-3, E-6 or E-7 rank, while Strac's ranks were more widely distributed with about half of the respondents giving him ranks of E-4 to E-7 and 20% of 1st or 2nd lieutenant. Again, the characteristics perceived by the listeners matched those intended by the developers.

Instructional process. Data about how the participants proceeded through the materials were collected in several ways: HumRRO staff observed as participants used the programs, participants discussed their reactions and staff reviewed the activities in the returned newspaper supplements. These data are outlined in Appendix V of the four programs.

With a few exceptions, participants were able to work through the materials for each program with little difficulty. The types of revisions indicated are mainly "technical" in nature - that is, reformatting the layout and correcting errors. Some text will be changed and

more structure provided in some examples and activities. Based upon how well users were able to proceed through the materials, "The Triple Treat," "The Goods to Go," and "The Sofa Saga" will need only minor modifications; "The Community Caper" will need more extensive revisions.

Summary

In response to the evaluation questions posed on page 23, the following conclusions can be drawn about programs #2 - 5 of the Doing It in Deutschland series.

The extent to which participants achieved a program's objectives and improved as a result of completing the program varied from program to program. Statistically significant differences between pre- and posttest mean scores were obtained for all four programs. More important, however, for program improvement decisions are the item analyses which indicate on which objectives participants did least well. These data identify potential areas for revision activities.

For those programs which dealt with USAREUR topics ("The Community Caper" and "The SOFA Saga"), the majority of soldiers indicated that they anticipated positive changes in their behavior (65% and 83% respectively). The other programs which dealt with host nation-related topics ("The Triple Treat" and "The Goods to Go") elicited fewer anticipated changes in behavior (39% and 47% respectively). Since these areas would require the soldier to move outside his/her immediate environment and to spend money on things which can/might be obtainable within that immediate environment, these findings are not unusual nor do they indicate program deficiencies.

Overall affective reactions to the programs were positive (all composite mean scores above 5.3 on a 7-point scale). However, as presented in the previous sections and the Appendices, there were some negative reactions which need to be addressed in planning for the revisions.

Similarly, although most participants were able to proceed through the materials with little difficulty, some modifications will facilitate the use of these programs.

General considerations for program revisions are discussed in the next section.

DISCUSSION

The purpose of this section is to discuss in general terms the results of the formative evaluation and how the data will be used. It is beyond the scope of this report to describe in detail the specific revisions for each program. These modifications will be made between 1 October and 1 January under contract to the Army Continuing Education Services (ACES) prior to the operational field test which will evaluate the mass media delivery system as well as the individual programs.

The overall findings for programs #2 through 5 were consistent with the results for the pilot program and permit the following conclusions. First term enlistees are interested in learning more about the topics of the program. The media and format are capable of gaining and maintaining attention, and the approach is effective instructionally. In general, the participants reacted positively to the materials and were successful in acquiring new skills and knowledge. Therefore, it will not be necessary to revise media, formats or approaches in any substantial way.

Data specific to each program will be used to modify various aspects of the given program. Priority will be given to the extent to which a program achieved the desired effects and then to considerations of user affect.

The fact that the procedures and conditions of the formative evaluation activities differed in several ways from the intended use of the programs must be considered when interpreting the results of the evaluation study. The materials were not designed to be completed in one short block of time; rather, it is anticipated that users will take as much time as they need when they can and want to work on the programs.

The programs are intended to be self-paced and flexible. The constraints imposed by the time frame for data collection activities (2 1/2 - 3 hours) did not permit the materials to be used in this manner. It is probable that given more time, posttest scores would be better than those achieved under the tryout conditions. Affective reactions, as well, might be more positive when people choose when and where to use the programs. For example, the length of the program may not be a problem when the two parts of the radio program are heard at different times and completion of the print component is spaced over a week. Although participants were informed of the voluntary nature of their involvement, most soldiers would interpret being told by their first sergeant to take part in an activity as mandatory. With few exceptions, the degree of cooperation and the effort expended to complete the tasks were very high. On the one hand, it might be expected that truly voluntary participants would apply themselves to a self-chosen task even more, while, on the other hand, those participants in the tryout activities who had less personal interest in the program would be inclined to put forth less effort on their own.

Modifications of the print material will be of two types: technical and substantive. Technical changes include correcting typographical and spelling errors, revising layouts, and improving the visuals. For example, in "The Munich Connection," pages 2 and 3 require a change in design in order to facilitate their use during the broadcast. Substantive changes will involve presenting different content or presenting content in a different way. For example, more examples and practice

activities will be developed for math-related objectives since computational items were difficult for a number of participants. Information which was presented in dense text will be presented in alternative ways where possible (e.g., understanding train schedules).

Almost all of the negative comments across the five programs concerned three critical reactions. The programs were perceived by some participants to be too long, too childish and/or not interesting. These are not independent criticisms. For example, a program may seem too long to someone because he/she thinks the topic or the plot is uninteresting. These criticisms were more frequent for some programs than they were for others, and they were made in reference primarily to the audio component. Because the major planned delivery system will rely on voluntary participation, positive learner affect is crucial. However effective a program might be instructionally, if it does not gain and maintain the voluntary users' interest, it will not be completed. Therefore, revisions will be made which address these negative reactions.

The issue of program length was considered in switching from a one-part program as originally developed for "The Munich Connection" to a two-part program as developed for the next four topics. Further revisions regarding length will be made. "The Munich Connection" will be divided into two parts and the opening montage eliminated. Programs #2 and 5 ("The Triple Treat" and "The SOFA Saga") received few negative comments in this regard, and 87% and 72% of the participants indicated they would have listened to the entire programs on their own. Of those who would not have, most cited reasons that were not program-specific

(e.g., I don't listen to AFN). Program #4, "The Goods to Go" is amenable to editing which will shorten the time considerably without sacrificing instructional content or the plot. There are scenes and parts of scenes which can be cut and other parts which can be tightened.

With "The Community Caper", the issues of length and interest are more complex. The audio component was perceived to be less informative and helpful than the other programs as well as less interesting, less funny and too long. The types of knowledge and skills emphasized in this program differ from those in the other programs. In the others, many facts and procedures are presented at a faster pace. In "The Community Caper," an attempt was made to provide examples of effective and ineffective behaviors when using community resources. It may be that for some listeners this was too subtle, for others too preachy, and for others either unnecessary or an over-kill. It is probable that rather than revising this program, major work will be done to re-analyze the objectives and redesign the plot. This will require, then, a complete cycle of scripting, rehearsing, taping and editing.

All participants saw the newspaper supplement before they heard the radio program. From observations and verbal comments, it appears that for some of the participants who thought the program was childish, their perceptions were influenced by the cartoons. The character who elicited this response most often was Chester Boondoggle. Therefore, alternative ways of depicting him, and perhaps the others, are being considered.

How interesting an episode is to people is determined by numerous factors, many of which are beyond the manipulation of the program

developers. Interest in the topic, preferred modes of learning, taste in style of humor/entertainment, and contemporaneous activities or problems all can influence a person's receptivity to a program. For example, there were positive correlations between expressed interest in the topics "Using military community services" and "legal aspects of living in Germany" and overall reactions to the programs which addressed those topics, $r = .4747$, $p = 0.017$, and $r = .3048$, $p = 0.109$ for program #3 and #4 respectively. Two sessions with "The Community Caper" and one with "The Goods to Go" were conducted on Friday afternoons. This time obviously contributed to negative reactions at one location (with Program #3).

In summary, the results of the formative evaluation will be used to modify selected aspects of the Doing It In Deutschland programs. The revised versions of the print and audio components will be used to evaluate the mass media (AFN-radio and Stars and Stripes newspaper) delivery system. One aspect of that evaluation will be directed to the extent to which the findings of the formative evaluation concerning program effects and user affect reported herein are replicated.

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APPENDIX A
OBJECTIVES
PROGRAMS #1-5

USING PUBLIC TRANSPORTATION

Objectives

The soldier will be able to:

1. Calculate/compare the cost of using available forms of public transportation in the host nation.
2. Select the mode of travel (tour, POV or public transportation) which best meets personal needs.
3. Know what agencies provide services related to travel in the host nation.
4. Select appropriate behavior while working/traveling on duty status on the economy.
5. Know the location of train stations, Strassenbahn stops, bus stops and taxi stands.
6. Read a map to see where buses and Strassenbahns go.
7. Read a German train schedule.
8. Read the Strassenbahn and German bus schedules.
9. Calculate the fastest way to get where you are going.
10. Calculate the cheapest way to get where you are going.
11. Plan a trip from where you live to another city in Germany.
12. Calculate how long it will take to get to another city.
13. Read signs that are used on trains, buses, and Strassenbahns.
14. Know the rules and regulations when using trains, buses, Strassenbahns and taxis.
15. Know terms in German that are used with transportation.

EATING OUT ON THE GERMAN ECONOMY

Objectives

The soldier will be able to:

1. Describe for each type of eating place found in Germany (restaurants, gasthaus, cafe, bierteller, weinstube, schnell imbiss and ratskeller):
 - a. the types of food and drink usually served.
 - b. its unique characteristics (e.g., location, atmosphere, price).
2. Discuss at least three sources of information helpful in selecting a place to eat (to include posted menus, restaurant guide books, restaurant advertisements, handouts from U.S. agencies, and word-of-mouth).
3. Read common signs found outside eating places to determine:
 - a. hours of operation.
 - b. closing day (Ruhetag).
 - c. whether open (geöffnet) or closed (geschlossen).
 - d. meals served.
4. Translate menu items from German to English:
 - a. most common terms without aid.
 - b. other items with aid of German-English menu guide.
5. Compute and compare the costs of different item combinations/meals.
6. Exhibit appropriate behavior when entering a restaurant and being seated.
7. Ask in German to sit at empty seat or partially occupied table when all tables are occupied, and interact appropriately with other people at the table.
8. Read and interpret common signs found inside restaurants (Stammtisch, Reserviert, Carderobe, Toiletten or WC, Ausgang, Notausgang, Telefon or Fernsprecher).

9. Communicate with the waiter/waitress (speak and understand spoken German) in order to:
 - a. get a menu.
 - b. order drinks.
 - c. order food.
 - d. respond to waiter's/waitress's greetings, questions and comments.
 - e. request other services.
 - f. request and pay the bill.
10. Identify differences between beverages and foods typically served in American and German restaurants [e.g., in German places, beer, wine, soft drinks or mineral water but not ice (tap) water, milk or coffee.]
11. Contrast German and American standards of eating etiquette (waiting for all to be served, use of utensils, toasting, etc.).
12. Verify correctness of check obtained from waiter/waitress.
13. Distinguish between German and American practices related to paying for a meal and tipping (e.g., tax and tip included, rounding total up to next DM for extra tip, and paying waiter at table).
14. Differentiate between legal and illegal behaviors in German eating places.

COMMUNITY RESOURCES

Objectives

The soldier will be able to:

1. Identify the types of community services provided for military personnel and the methods of service delivery.
2. Identify eligibility and the application/referral procedures for the various USAREUR agencies.
3. Match specific needs/problems with appropriate agency or resource to obtain needed information, counseling, instruction, goods or other direct/indirect services.
4. Utilize agency directories, community handbooks, and/or orientation packets to locate agency services.
5. Demonstrate knowledge of sources of information, both formal and informal, regarding community resources.
6. Recognize and articulate one's own attitudes and expectations when seeking help for a particular need or problem.
7. Anticipate problems or situational constraints which may hamper/prevent an individual's access to services (i.e., transportation, duty conflicts, etc.).
8. Develop alternative strategies/suggest solutions for difficulties commonly encountered in attempting to utilize agency services.
9. Communicate specifically with agency personnel the nature of problem area, need or request.
10. Recognize the parameters of the client-helper relationship and monitor own reactions and priorities.
11. Recognize and empathize with the demands and limitations placed on agency personnel in the performance of their job duties.
12. Choose appropriate strategies for dealing with unhelpful, uncooperative, discourteous personnel.
13. Know complaint procedures, chain of command, and avenues for solving problems encountered in receiving services or information.
14. Take advantage of follow-up visits or contacts initiated by agency personnel or, if necessary, initiated by client.

SHOPPING ON THE GERMAN ECONOMY

Objectives

The soldier will be able to:

1. Identify stores and the types of merchandise they sell.
2. State the usual hours of operation for German stores on weekdays, Saturdays, Sundays and holidays, including variations based upon location and type of store.
3. Utilize common German words and phrases when shopping on the economy.
4. Interpret German numbers and monetary terms/signs when spoken and written and speak and write German numbers and monetary terms/signs.
5. Identify coins and bills of German monetary system.
6. Use the metric system of weights and measures when purchasing food and other merchandise.
7. Determine the correct German size in clothing and shoes by using a U.S.-German size conversion chart.
8. Read and use the information on labels, including international symbols for clothing care.
9. Obtain value added tax (Mehrwertsteuer) relief.
10. Describe the purposes, procedures and consequences of German sales contracts.
11. Display appropriate personal, social and business behaviors when shopping on the economy.

LEGAL ASPECTS OF LIVING IN GERMANY

Objectives

The soldier will be able to:

1. Explain the purposes and general provisions of the NATO Status of Forces Agreement (SOFA) as they relate to individual U.S. personnel in Germany.
2. Identify the U.S. agencies which provide legal assistance to American personnel in Germany and list the services they perform.
3. Differentiate between correct and incorrect statements regarding the jurisdiction of German police over U.S. personnel and the powers granted to them in dealing with Americans serving with the U.S. Forces.
4. Distinguish between legal and illegal transfers of goods purchased at U.S. sales facilities in Germany.
5. Complete required customs tag when mailing goods through the APO system and list items which are illegal to mail through APO channels.
6. Describe the documents needed for travel outside Germany and for import of tourist purchases from other countries into Germany.
7. Describe the eligibility qualifications, procedures, and legal requirements for registering a privately-owned vehicle (POV) in Germany.
8. Describe the eligibility qualifications, procedures, and legal requirements for obtaining a USAREUR POV operator's license.
9. Assess the safety and legal consequences of mixing driving with drinking alcoholic beverages.
10. Distinguish between legal and illegal (safe and unsafe) situations involving driving speeds in Germany.
11. Respond legally and appropriately if involved in a traffic accident.
12. Outline the rights and services granted to U.S. service members who are arrested/accused of a crime and to those who are confined in a German prison.

APPENDIX B

Content Outline for
Eating Out on the German Economy

EATING OUT ON THE GERMAN ECONOMY

Content Outline

I. Choosing a Place to Eat

A. Types of Restaurants

1. Restaurants
2. Gasthaus, Gasthof, Gaststube, Gastwirtschaften
3. Cafe
4. Bierkeller and Brau
5. Weinstube
6. Schnell Imbiss, Schnell Gaststatte, Imbisstube
7. Ratskeller

B. Match your Taste and Money with the Menu

1. Menu posted outside each eating place
2. Variety of kinds of food
3. Range of prices
 - a. a la carte
 - b. all-inclusive meals (Gedecke)

C. Restaurant Guides

1. VARTA
2. Michelin
3. Advertisements

D. Other Factors

1. Ruhetag--day on which restaurant is closed
2. Hours open (usual hours)
3. Meals served
 - a. Frühstück
 - b. Mittagessen
 - c. Abendessen/Abendbröt
 - d. Snacks
 - e. beverages only

II. Entering a Restaurant and Being Seated

A. Entering

1. Men enter first, before women
2. Coat and hat room or rack--Garderobe

B. Being Seated

1. Most often, you seat yourself (rather than being seated by waiter/waitress).
2. All tables occupied--ask to sit at one not fully occupied.
 - a. asking
 - b. interacting with
3. Table reserved for regulars--Stammtisch
4. Other reserved tables--Reserviert

III. Ordering Food and Drinks

A. The Menu

1. Asking for a menu
2. Common words
3. Using a menu-master

B. Ordering

1. Drinks usually ordered first

a. common drinks with meals

- (1) beer
- (2) wine
- (3) soft drinks or fruit juices
- (4) mineral water

b. don't expect with meal

- (1) ice (tap) water
- (2) milk
- (3) coffee

2. Ordering a meal

a. common phrases

b. bread and butter usually not included (ask for and pay extra if wanted except with eggs/wurst/soup)

IV. Eating Etiquette--German-Style

A. Being Served

- 1. Expect slow service--be patient
- 2. Meals served when ready, not necessarily for all at table at same time. (Therefore, don't wait until all are served.)
- 3. If you need service:
 - a. Herr Ober (waiter) or Fraulein (waitress)
 - b. getting his/her attention
- 4. Take your time--you won't be rushed
- 5. Waiter or waitress will say something like: Zum wohl, Mahlzeit, Guten appetit.

B. Eating

1. No hands in lap; instead, hands (not elbows) resting on table beside plate
2. Germans hold fork in left hand and knife in right--don't switch from hand to hand (not necessary for you to do the same)
3. Eating utensils
 - a. plate - der Teller
 - b. cup - die Tasse
 - c. pot - die Kanne
 - d. knife - das Messer
 - e. fork - die Gabel
 - f. spoon - der Löffel
 - g. napkin - die Serviette
4. Toasting phrases--Zum Wohl, Prost (no clinking except special occasions with wine/champagne)
5. Impolite to smoke at table where others are eating

C. Finishing your Meal

1. Placement of knife and fork to show you're through (side by side on plate)
2. Waiter will say: "Hat es gut geschmeckt?"
3. Reading materials (newspapers, magazines) often available in cafes and small Gasthaus--you can take your time

V. Paying for your Meal

A. Getting your Check

1. Must ask for it (Zahlen, bitte)
2. Waiter/waitress may ask you what you had
3. Waiter/waitress adds bill at table usually
4. German numbers
 - a. one and seven
 - b. comma and period

B. Paying the bill

1. Check the figures
2. Tax (13%) included
3. Service charge (tip/gratuity) also included--15%
4. Usual to round off to next highest DM; e.g., total DM 15,75, give DM 16
5. Pay waiter/waitress at table
6. If additional tip is given, hand to waiter/waitress--don't leave on table
7. Paying together--"Alles zusammen"; paying individually--"getrennt"

VI. Legal Aspects

- A. Manager Has Right to Refuse Service to Anyone
- B. Permission is Needed to Bring in Liquor
- C. Liquor Purchased Must be Consumed
- D. If Under the Influence, More Alcohol Won't be Served
- E. No Loitering is Allowed
- F. No Gambling Allowed Unless Specifically Allowed
- G. No Taking of Property Without Asking Permission (exception: beer mats)
- H. No Loud Noise; e.g., Tape Players
- I. Cash, Not Items, to be Used for Payment
- J. Must Adhere to Closing Times

VII. Terms and Phrases

Ist hier frei?

Is this place free?

Ist diese Platz frei?

(May I sit here?)

Herr Ober

Waiter (to call him)

Fraulein

Waitress (to call her)

Speisekarte

Was Mochten Sie trinken?

Ich mochte . . .

Zum wohl!

Guten appetit!

Hat es gut geschmeckt?

Zahlen, bitte

Die Rechnung, bitte.

Danke sehr

Sehr gut

Alles zusammen

Getrennt

Kleingeld

Grosses geld

Kann ich in Dollar zahlen?

Wieviel?

Ruhetag

Garderobe

Kein Eingang

Notausgang

Geöffnet

Geschlossen

Die Toilette

WC

Stammtisch

Menu

What do you want to drink?

I would like . . .

To your health!

Good appetite
(Enjoy your meal)

Did you enjoy your meal?

May I pay, please?

The check, please.

Thank you very much

Very good

All together

Individually

Small change

Large bills

Can I pay in dollars?

How much?

Day closed (for rest)

Hat/coat room

No entrance

Emergency exit

Open

Closed

Toilet

Toilet

Table reserved for regulars

Telefon, Fernsprecher

Telephone

Fur Garderode wird nicht gehaftet.

We are not responsible for
articles left in the coat room.

der Teller

Plate

die Tasse

Cup

die Kanne

Pot

das Messer

Knife

die Gabel

Fork

der Löffel

Spoon

die Serviette

Napkin

Frühstück

Breakfast

Mittagessen

Lunch

Abendessen

Supper

Abend brot

Light supper

Gedeck (Tageskarte)

Full meal

Bedienung inclusiv

Service included

Mehrwertsteuer (MSW)

Added Value Tax

End preis

Total price

Menu terms: (to be included in a menu translation)

APPENDIX C
Tryout Versions
Programs #1-5

'Doing it in Deutschland'~1

WHAT'S it ALL ABOUT



The Munich Connection

The **MUNICH CONNECTION** is one of a series of programs about **DOING IT IN DEUTSCHLAND**. Each episode is about a different "IT." Have you ever needed or wanted to do the following things in Germany? Use public transportation ... Shop on the economy ... Eat out on the economy ... Interact with host nation citizens ... Use community resources ... Take advantage of educational and training opportunities ... Manage your money and use military financial services ... Understand the legal aspects of living in Germany. If your answer is "YES," be sure to listen to the AFN-radio broadcast and use the Stars and Stripes insert for each episode. It won't be long before you'll be "Doing IT in Deutschland" too!

You Have To Cope To Win!

Listen to **THE MUNICH CONNECTION** on AFN radio and complete the following pages. Then **ENTER THE COPING CONTEST**. You can be a winner! You might be one of 10 people who win a "DOING IT IN DEUTSCHLAND" T-shirt. Or you could be one of 250 winners who receive a "DOING IT IN DEUTSCHLAND" button. The T-shirt design and the button will look like the picture above.

See page 7 for the Coping Contest rules.

Sneak Preview

Here's your chance to get some inside information! This episode of "DOING IT IN DEUTSCHLAND" is called **THE MUNICH CONNECTION**. The characters in this caper are:

Strac Willie

You probably know someone like Willie. He's always ready for an adventure. In fact, he'll jump in with both feet before he's sure of what he's doing! So, of course, he immediately accepts a secret mission from "Contact."

Doctor Zap

A fella like Doctor Zap is a good friend to have around! He's a fountain of knowledge with all the facts at his fingertips — that is, when he can find them in his satchel! Luckily for Strac Willie, Zap could help them make their Munich Connection.

Chester Boondoggle

We all have a little Chester Boondoggle in us! He manages to get himself into a mess every now and then — but he's a good, loyal friend. He also likes to take every opportunity to get away (TDY?) — thus his nickname "Boondoggle." He couldn't turn down a trip to Munich, could he? Even if he didn't know why he was going!

You will meet this fearless threesome and find out about their secret mission on AFN radio.

Listen to **THE MUNICH CONNECTION** and find out all you need to know to get around in Germany. As you listen, use the pictures and information which follow. When the program is over, the other information and activities will help you become an expert on using public transportation wherever you live in Germany.

Schedule of AFN Broadcasts

Rate Yourself — Are You Fit To Be A Secret Agent?

Find out your "007" rating. To be a secret agent you must be able to get around. Can you find your way around Germany?

	Yes	No		Yes	No
1. Can you find a Strassenbahn, bus, and taxi when you need one?	<input type="checkbox"/>	<input type="checkbox"/>	9. Do you know where to go to get help or information about getting around in Germany?	<input type="checkbox"/>	<input type="checkbox"/>
2. Do you know where the Bahnhof is?	<input type="checkbox"/>	<input type="checkbox"/>	10. Can you figure out how much it costs you when you use the train, bus, taxi, and Strassenbahn?	<input type="checkbox"/>	<input type="checkbox"/>
3. Can you read a map to see where buses and Strassenbahns go?	<input type="checkbox"/>	<input type="checkbox"/>	11. Can you figure out how long it will take to get to another city?	<input type="checkbox"/>	<input type="checkbox"/>
4. Can you read a German train schedule?	<input type="checkbox"/>	<input type="checkbox"/>	12. Do you know what the signs mean that are used on trains, buses, and Strassenbahns?	<input type="checkbox"/>	<input type="checkbox"/>
5. Can you read the Strassenbahn and German bus schedule?	<input type="checkbox"/>	<input type="checkbox"/>	13. Do you know the rules and regulations when using trains, buses, Strassenbahns and taxis?	<input type="checkbox"/>	<input type="checkbox"/>
6. Do you know the fastest way to get where you're going?	<input type="checkbox"/>	<input type="checkbox"/>	14. Do you know how to act when using public transportation?	<input type="checkbox"/>	<input type="checkbox"/>
7. Do you know the cheapest way to get where you're going?	<input type="checkbox"/>	<input type="checkbox"/>			
8. Can you plan a trip from where you live to another city in Germany?	<input type="checkbox"/>	<input type="checkbox"/>			

For each "Yes" you marked, give yourself 1 point. Add up your score and find out your "007" rating.

Total Points	Score	
0 - 2	= 000	You need help fast — be sure to listen to the radio program. Use the information and activities which follow for help.
3 - 5	= 001	You're getting the basics but you need more practice — keep trying. The radio program and the following information will help you a lot.
6 - 8	= 003	You're doing okay. On a train you can probably make it. Listening to the radio program and going over the following information will increase your ability to get around.
9 - 11	= 005	You're almost qualified to be on your own. But, why don't you see what else you can pick up from the radio program and the following information.
12 - 14	= 007	You're ready for your own secret mission! See if you can catch any mistakes the secret agents in the radio program have made. Can you do all of the following activities?

'Doing it in Deutschland'~1

TAILING THE SECRET AGENTS...

Listen as the fearless threesome try to complete their mission. You can keep track of their movements by using the following information. When Doctor Zap needs to read important schedules and signs, look over his shoulder at the pictures below. When Chester Boondoggle has trouble understanding new German words and phrases, you'll have them right in front of you.



Here are Strac Willie and Doctor Zap. They're talking about their secret mission. The MUNICH CONNECTION on AFN-radio is about their adventure.



Bus Stop



Taxi Stop



Reserved Seat
For Handicapped
Schwerbehindert



Strassenbahn Stop

Do you recognize these signs and symbols? They're the same ones our "Secret Agents" needed to know in order to use the bus and Strassenbahn.

DO it WITH US!

Heidelberg-München

TRAIN SCHEDULE

Fernverkehr

Von Heidelberg nach:

→ 7. KI 57--				München und zurück				→ 7. KI 58--			
M	ab	Zug	an	Bemerkungen	M	ab	Zug	an	Bemerkungen		
	1.30	0	8 25	11	1	0.00	0	8 08			
	2.50	0	7 25	11	2	5.00	0	6 16	9 12		
1	0.210	0	7 11	8.52	3	0.53	0	5 14	10 12		
	0.570	0	7 09	9.00	4	7.000	0	4 14	10 07		
	7.00	0	6 59	11 10	5	7.43	0	3 18	11 12		
	8.00	0	6 51	12 10	6	8.03	0	2 18	12 12		
	8.50	0	7 05	13 08	7	9.010	0	1 16	13 12		
	9.01	0	6 57	13 10	8	9.010	0	1 16	13 08		
	10.20	0	7 11	18 27	9	8.181	0	1 10	13 12		
	10.40	0	7 17	18 10	10	8.93	0	1 02	14 12		
	10.430	0	7 09	18 56	11	8.93	0	1 02	14 12		
2	11.00	0	7 00	19 10	12	11.00	0	0 59	14 10		
	12.01	0	6 59	19 16	13	12.03	0	0 54	14 16		
	13.00	0	6 55	19 17 10	14	13.030	0	2 10	17 06		
	14.00	0	6 57	18 10	15	13.03	0	2 10	17 12		
	15.00	0	6 52	18 10	16	14.00	0	2 08	21 12		
	15.50	0	7 17	20 26	17	14.03	0	1 16	18 12		
	16.40	0	6 11	20 10	18	15.03	0	1 12	19 12		
3	17.00	0	6 18	21 13	19	16.43	0	0 56	20 12		
	17.430	0	6 15	21 56	20	16.510	0	2 04	21 06		
	18.00	0	6 15	22 13	21	17.03	0	2 01	21 12		
	19.01	0	6 01	22 13	22	18.03	0	1 59	22 12		
	20.00	0	7 19	11 10	23	19.03	0	1 59	22 08		
	21.03	0	6 03	3 50	Stuttgart	24	20.520	0	2 10	1 15	
						25	21.00	0	2 18	1 25	
						26	21.10	0	2 16	2 08	
						27	22.30	0	2 06	3 52	

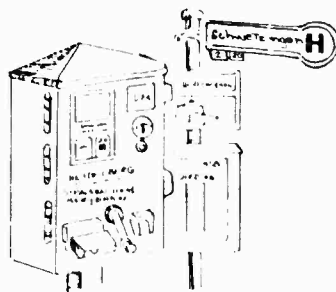
Here is the page Doctor Zap uses to find the right train to take. You can pick up a booklet with all of the trains to and from your city at the Bahnhof.

STREET CARS AND BUSES

YOUR TICKET AROUND TOWN



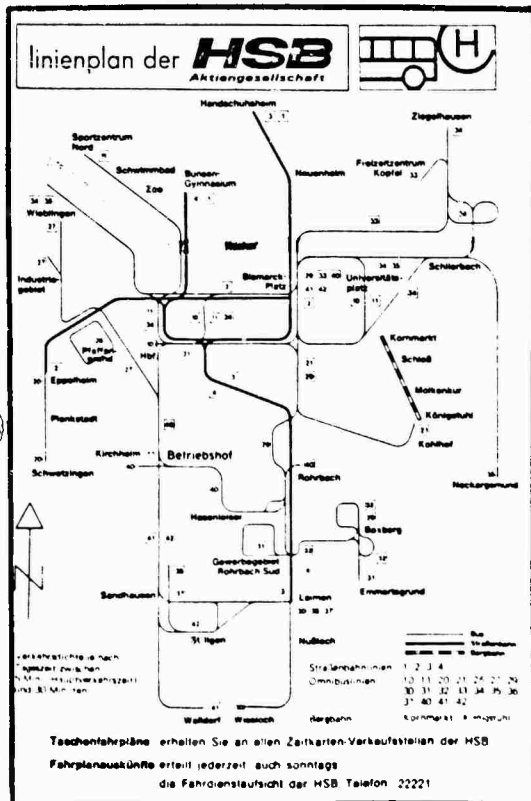
TICKET VENDING MACHINE



BUYING YOUR TICKET

Strac Willie and Chester bought their tickets from a vending machine like the one pictured here. Many cities and towns have vending machines. In some places you may buy a ticket from either a vending machine or the driver on the bus or Strassenbahn. In other places, you must have a ticket before you get on.

Maybe you call this "THE STRASS." It is a Strassenbahn like those found in many German cities.



Taschentfahrpläne erhalten Sie an allen Zeitkarten-Verkaufsstellen der HSB
Fahrplanauskünfte erteilt jederzeit auch sonntags
die Fahrdenstaufsicht der HSB Telefon 22221

Strac Willie and Chester used this map to help them get from Schwetzingen to the Hauptbahnhof. You'll need to use it too when you do "Doing it Yourself" and "Check It Out: Can You Cope?"

C-3

'Doing it in Deutschland'~1

DECODING TRAIN SCHEDULES...

There are two types of train schedules you should be able to read. (Remember, Dr. Zap used a schedule booklet which listed all of the trains arriving at and departing from Heidelberg. Then, at the Bahnhof the three-some looked at the larger posted time table for departures.) Both kinds of schedules use the same symbols and key words. The differences between the two types of schedules are the way in which they are arranged and, of course, their sizes.

Let's look first at the kind of schedule you will find posted in every Bahnhof. If you need information about trains leaving from that Bahnhof, look for the **YELLOW** posters which say **ABFAHRT-DEPARTURES** at the top. If you want to know about trains coming into that station, look for the **WHITE** posters which are titled **ANKUNFT-ARRIVALS**.

Both Abfahrt/Departure and Ankuft/Arrival schedules have four columns of information. The first column is labeled **Zeit** which means "time." The German train system uses the 24-hour clock just like the U.S. Army. The trains are listed in chronological order. So the first train listed will be the first train to depart/arrive after 00:00 (midnight). The last train listed will be the last train to depart/arrive before midnight. The times are given to the exact minute — example: 6.45. Remember, German trains leave on time, so be there early!

The second column is headed **Zug Nr.** Here you will find the train number. Often there will be a letter in front of the number. This tells you the type of train it is. Refer to "Understanding Train Schedules" on this page for the different types of trains. Remember, the "secret agents" took an IC train which was a fast intercity train for which they paid an extra charge. If a train has no letter in front of its number, it is a local train. This train is slower because it makes more stops. Another clue to how fast a train makes its trip is given on the **YELLOW ABFAHRT-DEPARTURE** schedules. **RED** ink is used for fast trains which do not stop at each station along the route. **BLACK** ink means trains stop at each station along the way whether they are listed on the schedule or not.

The third column of the Abfahrt/Departure schedule tells you where the train is going. The Ankuft/Arrival schedule lists the places the train has come from. On the **YELLOW** schedule, in **Richtung** means "in the direction of." On the **WHITE** schedule, **aus Richtung** means "from the direction of." Look at the example schedules. On the Abfahrt schedule, E3550 (Eilzug train #3550) leaves the station at 21.24 (9:24 p.m.). It will stop in Friedberg at 21.45 and then at each of the other places listed at the given times. On the Ankuft schedule, train D626 arrives at 13.20. It will have passed through Muenchen at 8.43 and the other places listed under **aus Richtung** at the given times.

The last column lists the track or **Gleis** where the train departs or arrives. E3550 leaves from Gleis 12 and D626 arrives at Gleis 7. Other information is sometimes given in the column to the left of the **Zeit** (time). Restrictions or limitations on when the train operates are given here. For example, some trains operate only on workdays (Monday-Saturday). If you were traveling on Sunday, you would have to know that the symbol of the crossed worker's tools means that a train does not run on Sunday. These symbols are shown at the bottom of every schedule. They are explained in "Understanding Train Schedules." Don't find yourself waiting for a train that won't come when you expect it because you didn't notice that it doesn't run this day!

THIS WILL HELP YOU DO IT!

To the far right in the third column, you will see symbols which indicate the kinds of accommodations on the train. Does it have a dining car, a buffet cart, or no food at all? Are there sleeper cars, convertible seats for sleeping, or only regular upright seats? You'll want to know these things — particularly on longer trips. So learn to recognize the symbols shown in that section of "Understanding Train Schedules."

Many times people need schedule information before they get to the train station. The large schedule posters would be too expensive and very inconvenient to give as references for travelers. Therefore, the DB publishes handy little booklets for major cities. These booklets provide information about all of the arrivals to and departures from the particular city. The symbols and key words are the same as those used on the posted schedules at the Bahnhof. However, the arrangement of the information is different. You recall that all of the trains are listed in chronological order on the large **ANKUNFT** and **ABFAHRT** schedules. The **Staedteverbindungen** (the city connections booklet) gives you all of the arrivals and departures between the city and other cities around by location. For example, a booklet for Kaiserslautern contains on one page all of the trains between K-Town and Bad Duerkheim. On other pages you'll find schedules for trains between Kaiserslautern and Speyer, Kaiserslautern and Wuerzburg, and so on. There is an index in the front of the schedule booklet which indicates the page (Seite) number for each destination.

Von Kaiserslautern nach

Paris-Est und zurück

0.47 D	252	7.20	IC 152	7.00 D	259	11.35	?
X 0.11 E	3104	11.52	zu Saarbrücken ?	9.30 D	257	14.28	?
0.29 E	152	14.05		X 11.03 D	233	18.18	Merz @ Saarbr ?
11.47 D	254	17.18	?	12.00 D	255	18.31	?
11.47 D	256	21.05	?	17.15 E	153	21.37	?
18.18 D	258	22.54	?	8.18.49 D	1019	23.54	?
				23.00 D	253	5.30	?

① = besonderer Zuschlag auf SNCF-Strecke

CITY CONNECTION BOOKLETS

Let's take a look at an example from the Kaiserslautern booklet. The section is headed "Paris-Est und Zurück." This means you'll find information on trains from Kaiserslautern to Paris (East) and back. At the top of the schedule to the right you will see fare information. A one-way 2nd class ticket to or from Paris costs DM 68.30; a 1st class ticket costs DM 102.70.

The schedule is divided down the middle by a heavy line. To the left are trains from Kaiserslautern to Paris. To the right are trains from Paris to Kaiserslautern. Each half has four columns. The first column on the left side lists the trains for trains leaving K-Town for Paris. The next column gives you the train numbers and types of train. In the third column you'll find information about train accommodations and whether you'll need to change trains. The right side of the schedule provides the same kind of information for the return trip from Paris to Kaiserslautern. Do you see that there is one intercity train in each direction daily?

IC 152 leaves K-Town at 9.30 and arrives Paris at 14.28. IC 153 leaves Paris at 17.15 and arrives Kaiserslautern at 21.37. What trains would you take if you wanted to sleep comfortably as you travel? D 252 which leaves Kaiserslautern at 0.47 and arrives in Paris at 7.20 has both sleeper cars and convertible seats. So does the train that returns from Paris between 23.00 and 5.30. Can you tell which trains have food and drinks available? What trains run only on workdays? If you don't want to change trains, what trains should you avoid?

Well, that's it for reading and understanding the schedules. It's easy to find the right track because each track is clearly marked. Once there, you'll find a sign with information about the next train to depart. When the train arrives, you'll see similar information on the identification signs at both ends of each car. So, you have two chances before you get on a train to be sure that you will be going where you want to go.

◆ SAMPLE TRAIN SCHEDULES ◆

POSTED AT BAHNHOF

YELLOW

Abfahrt — Departures — Depart

Zeit (time)	Zug-Nr. (train)	In Richtung (departs for)	Gleis (train)
21.24	E 3550	Friedberg 21.45 — Bad Nauheim 21.50 Gießen 22.10 — Siegen 23.59	12


WHITE


Ankunft — Arrivals — Arrive

Zeit (time)	Zug-Nr. (train)	aus Richtung (arrives from)	Gleis (track)
13.20	D 626	Muenchen 8.43 — Ingolstadt 9.28 — Nuernberg 10.46 — Wuerzburg 11.54 — Aschaffenburg 12.52	7

UNDERSTANDING TRAIN SCHEDULES

TYPES OF TRAINS

Trans-Europ-Express 

Intercity-Zug 

1st class only; reservations
1st & 2nd class. Fast train of the Intercity-System.
Supplementary ticket required (DM 5 extra charge).

Schnellzug 

Fast train supplementary ticket required for distances less than 50 Km.

Eilzug 

1st & 2nd class. Semi-fast train without supplementary ticket.

RESTRICTIONS ON OPERATING TIMES

Zug verkehrt nur X

Werktag

Zug verkehrt nur an

Sonn- und Feiertagen +

Montag @

Dienstag @

Mittwoch @

Donnerstag @

Freitag @

Workdays only. (Monday-Saturday).

Sundays and National holidays only.

Monday only

Tuesday only

Wednesday only.

Thursday only.

Friday only.

Samstag @


Sonntag @

Werktagen ausser @


Taeglich except b


and +


ACCOMMODATIONS


Liegewagen 

Schlafwagen 

Buefettwagen 

Speisewagen (Zug-
Restaurant) 

Speisen und Getraenke im
Zug erhaelich 

Kurswagen 

Umsteigen @

Other symbols

Umsteigen @

Other symbols

Umsteigen @

Other symbols

Umsteigen @

Saturday only.

Sunday only.

Workdays except Saturday

Daily except Saturday

Saturday, Sunday, and

holidays.

Car with convertible seats

for sleeping

Sleeper car.

Buffet cart (cold meals only)

Dining car.

Snacks and drinks available

on train.

Coach will only go to the

city designated on the

outside of the car.

You must change trains.

'Doing it in Deutschland'~1

TAXI! TAXI!



"Eine Quittung, bitte," Dr. Zap requested from the taxi driver.

The German word for taxi sounds like the English word. A cab or taxi is "das Taxi." You can hail a moving taxi by calling, "Taxi, bitte!" Or you can go to a taxi stand. Do you remember the sign for a taxi stop? The sign is shown with the signs for bus and Strassenbahn stops on page 2. If there is more than one taxi at a taxi stand, you should take the one first in line.

The taxi driver is "der Taxifahrer." Tell him or her where you want to go. You can just say your destination — such as Rose Barracks. Or you can say, "Ich moechte zur Rose Barracks, bitte." If you want to stop before you reach your destination, say "Bitte halten Sie hier!" (Please stop here.) Or Germans will understand if you say, "Stop here, please!"

How much you will pay for a ride in a taxi will depend on several things:

1. the town you are in
2. the time of day
3. how many passengers there are
4. how much baggage you have

A good idea is to ask before you leave what the fare will be. You can say, "Wieviel kostet diese Fahrt?" (How much does this ride cost?) Also be sure that you have Deutsche Mark to pay for the ride. You may not get a good exchange rate if you pay in dollars, or the driver may not take dollars.

And did you know that there is a law which limits how many passengers may ride in one taxi — only four! So don't plan to pile in with a bunch of your friends!

Check the meter when you reach your destination. If you need a receipt, ask for "die Quittung, bitte."

With A Little Help From Your Friends

When you need help in using public transportation there are people ready to give you information and assistance. Here are some suggestions:

	face-to-face advice/ information	printed materials	trip planning	organized tours	instruction/ training	ticket purchase
(ACS) Army Community Service	x	x				
American Express Travel	x	x	x	x		x
Bahnhol Information	x	x	x	x		x
Headstart/Gateway	x	x				x
Information, Travel & Tours	x	x		x		
Kontakt	x	x		x		
(RTO) Railway Transportation Office	x	x	x	x		x
(USO) United Service Organization	x	x		x		

SPRECHEN SIE DEUTSCH?

These are German words you heard as you listened to THE MUNICH CONNECTION. You'll hear them — and, hopefully, use them — as you travel in Germany.

Von	From
Nach	To
Muenchen	Munich
(ab) Abfahrt	Departures
Zug	Train
Entwerten	To validate (a ticket)
Hauptbahnhof	Main train station
Strassenbahn	Trolley, tram, cable car
"Alle 10 Minuten"	"Every 10 minutes"
Schwerbehindert	Handicapped (reserved for)
Halt — Fahrgastwunsch	Passenger Stop button
Deutsche Bundesbahn (DB)	German Federal Railroad
Eine Quittung	A receipt
Auskunft	Information
Ankunft	Arrival
Speisewagen	Dining car
Zeit	Time
In Richtung	In the direction of
Geis	Track

Phrases

Eine Quittung, bitte	A receipt, please
Sprechen Sie englisch?	Do you speak English?
Hin und Zurueck	Round trip (there and back)
Vielen Dank	Thank you very much
Ist dieser Platz frei?	Is this seat available?
Muessen wir umsteigen?	Do we transfer (to another train, bus, Strassenbahn)?

COPING CORNER

Dear Coping Corner:

The other night five buddies and myself decided to take a taxi to a local hangout. When we tried to get in the taxi, the driver insisted that two of us get into another taxi. This really made me mad, but don't worry, I didn't cause a scene. Instead, when we arrived, I calmly asked both drivers for a Quittung just like I read. Now I'm going to my first-shift and tell him the score. Just thought you'd like to pass this on to my fellow service members.

Mr. Kool

Dear Mr. Kool:

Bravo! for staying calm. If there really had been a problem, then you acted just right. But listen up. Did you know that the number of passengers a taxi can carry is limited by law? Usually three in the back seat and one in the front — that makes four. So count yourself and your buddies before going to the TOP.



Save \$-DM When You Travel German Federal Railroad (DB)



MINI-GROUP: For groups traveling together, not less than 31 km; two adults pay normal fare, each additional person pays nail fare.

GROUP TRAVEL: For groups of six or more, reduction of 30% to 60% depending on time of travel and group size.

TOURIST CARD: For non-citizens of Germany, nine days unlimited travel, 2nd class for DM 216 or 16 days for DM 304.

TRAMPER MONTHLY TICKET: For those under 23 years old, one month unlimited travel on all German rail lines (DM 198).

INTER-RAIL: For those under 26 years old, unlimited travel, 2nd class for one month in 21 European countries.

JUNIOR PASS: For those under 22 years old or students under 27, a pass good for a year which allows a 50% discount on normal fares for trips over 51 km.

FAMILY PASS: For families with children up to 17 years old, singles, and couples, a one-year pass good for a 50% discount on trips of 51 km or more (DM 190).

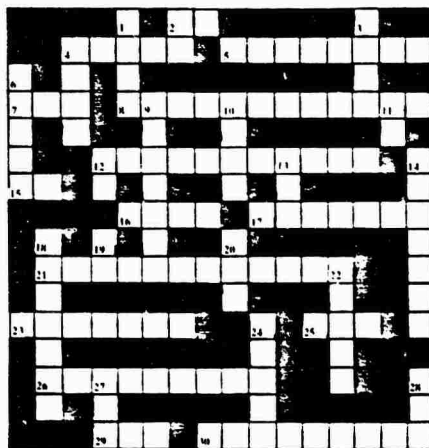
VACATION TICKET: Discounts of about 15% on tickets for round trips of over 201 km.

C-6

C-7

'Doing it in Deutschland'~1

CROSSWORD PUZZLE



PUZZLE

If you need help with this, use the "Sprechen Sie Deutsch" section or a German-English dictionary. A (G) means you need to write a German word; an (E) means it's an English word. Answers will appear in the next "Doing It in Deutschland" program insert.

ACROSS

2. from (G)
4. der Zug (E)
5. direction (G)
7. Mehrwertsteuer-added value
8. main train station (G)
12. Auskunft (E)
15. Nachmittag (E abbrev.)
16. dieser, diese, dieses (E)
17. workday (G)
21. no smoking (G)
23. foreign country (G)
25. one (G)
26. ticket (G)
29. what? (G)
30. to change (trains) (G)

DOWN

1. to, towards (G)
2. to, on (G)
3. also (G)
4. cab (G and E)
6. Be sure to _____ your bus ticket.
9. departure (G)
10. die Zeit (E)
11. an (E)
12. Intercity (abbrev.)
13. Trans European Express (abbrev.)
14. daily (G)
18. arrival (G)
19. toilet (abbrev.)
20. train (G)
22. trip (G)
24. track (G)
27. wie? (E)
28. from (G)

THIS PROGRAM ...

This program has been brought to you by The Human Resources Research Organization (HumRRO) under contract to The Army Research Institute (ARI)
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Strac Willie - Richard L. Miller
Chester Boondoggle - Benjamin Laue
Contact - William A. Marsh
Recording by Wolfgang Gareis

8

- Cut Here -

NOW GIVE US A PIECE OF YOUR MIND!!

When did you listen to THE MUNICH CONNECTION?

1st time	(Day)	(Time)
2nd time	(Day)	(Time)

Where did you listen to THE MUNICH CONNECTION:

_____ barracks	_____ in class (specify: _____)
_____ home	_____ on duty (in the _____)
_____ LRC	_____ other (specify: _____)

Check all of the words below which tell what you thought of the program, THE MUNICH CONNECTION.

_____ interesting	_____ stupid	_____ didn't understand	_____ fun	_____ useless
_____ boring	_____ funny	_____ too long	_____ too short	_____ dull
_____ helpful	_____ useful	_____ fantastic	_____ good	_____ terrific

If you didn't listen to the program, why didn't you?

Which of the following activities did you do in this newspaper? What did you think of the activities? Check the activities you completed. Circle the rating you'd give the activity.

Check the activities you did

	Awful	Okay	Good	Great
_____ Are You Fit to be a Secret Agent?	1	2	3	4
_____ Doing It Yourself	1	2	3	4
_____ On Your Own Turf	1	2	3	4
_____ Doing Your Own Thing	1	2	3	4
_____ Check It Out: Can You Cope?	1	2	3	4
_____ Was Ist Los?	1	2	3	4
_____ Crossword Puzzle	1	2	3	4

What did you like best about the program and activities?

What did you like least about the program and activities?

NAME _____ RANK _____
MAILING ADDRESS _____ Unit _____ APO _____



POSTAGE AND FEES PAID
DEPARTMENT OF THE ARMY
DoD-314

FOLD HERE

ARI Field Unit
c/o DCSPE, HQ USAREUR
APO 09403

ARI Field Unit
c/o DCSPE, HQ USAREUR
APO 09403

WHAT'S it ALL ABOUT



The Triple Treat

Here is some inside information about this week's episode of "Doing It In Deutschland." The characters you will meet in THE TRIPLE TREAT include:

Strac Willie

Strac has an opportunity to extract information from an Eastern agent over a late date at the Ratskeller. However, since she's a lady, he's more interested in impressing her and in getting a second date. Unfortunately, he leaks sensitive information to her before the end of the evening.

Doctor Zap

Zap's knowledge of good food and local history not only impresses an Eastern agent, but also makes it easy to get vital information from her. Zap is on top of things, as usual, figuring out a way to get the woman's fingerprints and stretch Contact's budget at the same time.

Chester Boondoggle

An evening out with a female secret agent reveals Chester's skills as an interrogator and his appeal with the ladies. His "special" style wins him a second date with a dangerous woman.

Eastern Agents

Sandy, Miss Fredricks and Alexa are the charming Eastern agents that our three heroes are assigned to extract information from. Our friends succeed in their mission, but are in for a surprise when the real identities of the agents are revealed.

The Triple Treat

THE TRIPLE TREAT is the second in a series of programs about DOING IT IN DEUTSCHLAND. Each episode is about a different "IT." This week's "IT" is eating out in Germany. In the first program you learned how to use public transportation. In programs to follow this one you will learn how to use community resources, shop on the economy and understand legal aspects of living in Germany. Be sure to listen to the AFN-radio broadcast and use the Stars and Stripes insert for each episode. If you miss an episode, try your local learning resource center. They will have a copy of the tape and the newspaper insert. After using these episodes it won't be long before you'll be "Doing It In Deutschland" too!

Schedule of AFN Broadcasts

WINNERS CAN COPE!

You can be a winner in THE COPING CONTEST! Just go to THE TRIPLE TREAT on AFN radio, then read information and do the activities in the Stars and Stripes supplement. You'll be ready to enter THE COPING CONTEST on page 7. You might be one of 10 people who win a "DOING IT IN DEUTSCHLAND" shirt. Or you could be one of 250 winners who receive "DOING IT IN DEUTSCHLAND" button. Your 7-11 or button will show Strac Willie, Doctor Zap and Chester Boondoggle "Doing It In Deutschland."

Are You A FOUR STAR Restauranteer (CHOWHOUND)?

How do you "shape up" in the food department? Rate yourself on German eating habits.

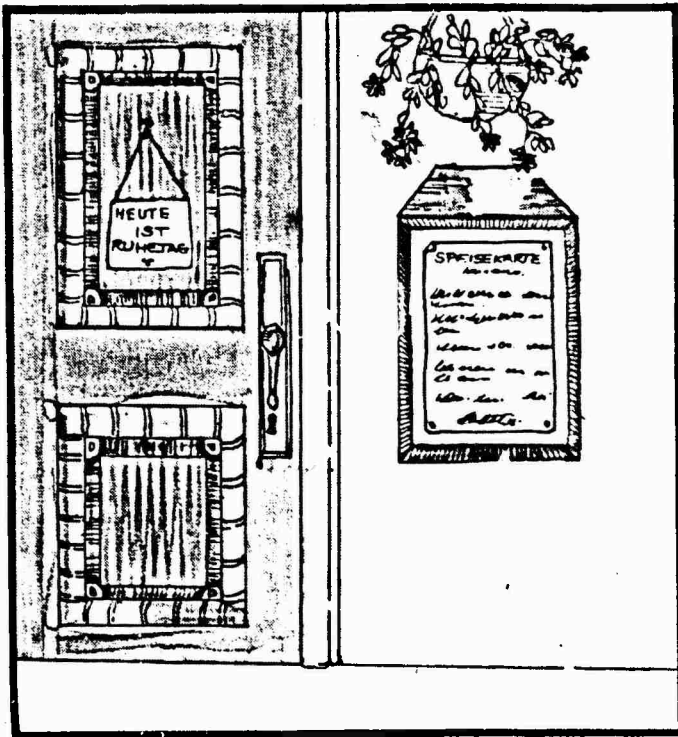
	Yes	No	Don't Know
1. If you are in a hurry and want a quick meal, the best place to get it is at a Gasthaus.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The best "deal" (low price) for a full meal in a Gasthof or restaurant is to order the Tagesessen.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. If you order a Vorspeise, it will come after the main dish.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The Ruhetag for a restaurant is the day it is closed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Restaurants in Germany usually post a menu outside for you to check prices and types of food.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. You will usually find a Raststette in small villages.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Mittagessen is served from 1200-2000 in most restaurants.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. You tip waiters in Germany the same way you do back home.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. In a crowded restaurant in Germany, it is okay to sit at a table with strangers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Always wait to be seated in a German restaurant or Gasthaus.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The Stammtisch in a Gasthaus is a table reserved for regular customers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. If you want to see a menu, you ask the waitress for a "Speisekarte."	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. You can get information about eating out in Germany from Michelin Guides and Menu Masters.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. The waitress may say "Guten Appetit" when you pay the bill.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. To ask for the bill, you can say "Zahlen, bitte."	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. It is okay in a German restaurant to start eating when your food comes, even if no one else at your table has been served.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. The three meals served every day in Germany are Abendessen, Frühstück and Mittagessen.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. You can expect the waiter to bring bread, butter and water without having to ask for it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. If you want a mixed salad before dinner, you ask for a "Gemischter Salat."	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. If you want only Kuchen or Suess-Speisen, you can go to a Conditorei or Cafe.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Check your answers (see page 7). A correct answer is worth one point. Wrong answers or "Don't Know" are worth 0. Add up all your correct answers to see if you're a "Chowhound."

Total Points

0-3	You need help! If you can't make it back to the mess hall or canteen, you might starve to death. Use the following information and activities for assistance.
4-6	At least you're trying. Unless you're on a diet though, you might want to find out more about eating out. Listen to AFN and complete the following activities.
7-12	You obviously have tried out some of the best spots. If you want to go back and remind others, send back a postcard with the following information for starters.
13-18	You are well on your way to being a "restaurantier." To perfect your skills, listen to AFN and read our current information.
19-20	You obviously have taken your way through Germany to the best restaurants. If you're still hungry, try the following activities to get it over with. Don't stop! Then say some friendly words to our "Chowhound" on Deutschland.

'Doing it in Deutschland' ~2



Have you ever gone to your favorite restaurant and seen this sign?



When you're in a hurry or want something simple to eat, a Schnell-Imbiss is just the place.

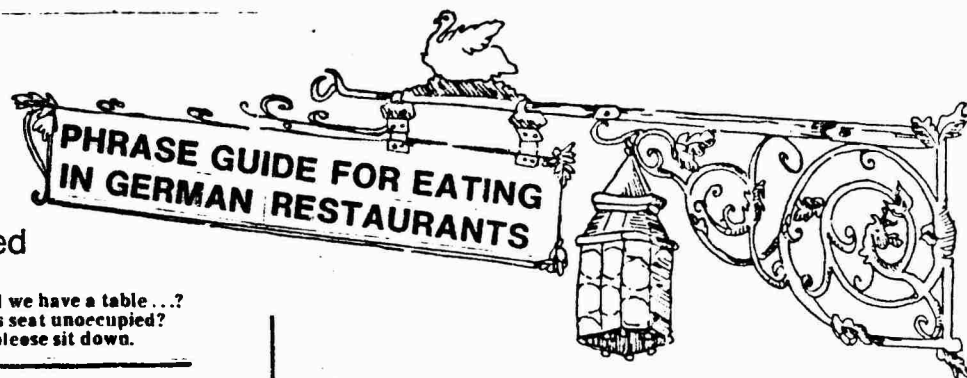


In Germany it is customary to hang up your coat and hat rather than put them on your chair.



Many German restaurants have a traditional, folksy atmosphere where you can really enjoy yourself.

'Doing it in Deutschland' ~2



Entering and Being Seated

Können wir einen Tisch haben...? Could we have a table...?
Ist hier frei? Is this seat unoccupied?
Ja, bitte sehr! Yes, please sit down.

The Menu

die Speiskarte
Herr Ober (Fraulein,
die Speisekarte, bitte?)
Frühstueck
Mittagessen
Abendessen
Abendbrot
Tageskarte or Gedeck

Bedienung inclusiv
Mehrwertsteuer (MSW)
Vorspeisen

Suppen
Fischgerichte
Hauptgerichte
Geflügel und Wild
Kalb
Schwein
Rind
Lamm
Gemuese
Beilagen

Nachtsnack/Suess
Speissen
Getraenke

Menu
Waiter (Waitress),
the menu please.
Breakfast
Lunch
Supper
Light supper
Full meal —

Special of the day
Service included
Added Value Tax
Appetizers,
First Courses

Snaps
Fish dishes
Main courses
Fowl and wild game
Veal
Pork
Beef
Lamb
Vegetables
Other Supplemental
Dishes
Desserts

Beverages

If There's a Problem

Das habe ich nicht bestellt. Ich

That's not what I ordered. I

wollte...

asked for...

Das Fleisch ist...

The meat is...

zu stark gebraten

overdone

zu roh

underdone (too rare)

zu zäh

too tough

Das ist zu...

This is too...

bitter/sauer

bitter/sour

salzig/suess

salty/sweet

Das Essen ist kalt.

The food is cold.

Das ist nicht sauber.

This isn't clean



FINISHING THE MEAL

Hat es gut geschmeckt?

Did it taste good?

Danke, es hat gut geschmeckt.

It tasted good, thank you.

Das Essen war sehr gut.

That was a very good meal.

Möchten Sie etwas mehr?

Do you want something more?

Nein danke, nichts mehr.

Nothing more, thanks.

Ja, ich möchte Nachtsnack.

Yes, I would like dessert.

Ordering the Meal

Herr Ober
Fraulein
Was möchten Sie trinken? (essen)

Waiter
Waitress
What do you want to drink? (to
eat?)

Ich möchte... (Ich hätte gern...)

I would like...

Was ist das?

What's this?

Haben Sie...?

Do you have...?

Was empfehlen Sie?

What do you recommend?

...haben wir nicht.

We haven't got...

Bitte geben Sie mir...

Please give me a/an/some...



EATING THE MEAL

Zum Wohl
Prost!
Guten Appetit!
Danke sehr
Danke, gleichfalls
der Teller
die Tasse
die Kanne
das Messer
die Gabel
der Löffel
die Serviette

To your health! (Toasts)

Enjoy your meal.
Thank you very much
Thank you, the same to you.
Plate
Cup
Pot
Knife
Fork
Spoon
Napkin

Paying the Bill

Herr Ober (Fraulein), Zahlen bitte.

Waiter (Waitress), the bill,
please.

Die Rechnung, bitte.
Endpreis (Mehrwertsteuer und
Bedienung inclusiv)
zusammen (Alles zusammen?)

The check, please.
Total price (Tax and service
included)
together (Do you want to pay
all together?)

getrennt (Wir möchten getrennt
bezahlen.)

separate (We would like to
pay separately.)

Kleingeld (Haben Sie Kleingeld?)

Small change (Do you have
change?)

Grosses Geld (Ich habe nur Grosses
Geld.)

Large bills (I have only
large bills.)

Kann ich in Dollar zahlen?

Can I pay in dollars?

Nein, nur in Deutsche Mark.

No, only in Deutsche Mark.

Das macht zwanzig Mark fünfzig.

That will be DM 20.50

Hier sind ein und zwanzig Mark.

Here is DM 21. Keep the

Stimmt so

change.

Signs

Ruhezeit
Geschlossen
Geschlossen
Geschlossen
Für Cardroom wird nicht
gehalten
Kein Eingang
Notausgang
Die Toilette
WC or OH
Damen (H)
Herren (H)
Reserviert
Stammtisch
Telefon, Fernsprecher

Day closed
Open
Closed
Hat/coat room
We are not responsible for articles left in the coat room
No entrance
Emergency exit
Toilet
Toilet
women's toilet
men's toilet
reserved
Table reserved for regulars
Telephone

'Doing it in Deutschland'-2



SPEISEKARTE

* VORSPEISEN (Appetizers/Starters)

Frische Champignons gebacken (Fresh baked mushrooms)	DM 7.00
Gefüllte Artischocken mit Garnelen (Stuffed artichokes with garnish)	9.50
Portion Oliven (Serving of olives)	3.50

SUPPEN (Soup)

Zwiebelsuppe mit Käse überbacken (Onion soup with baked cheese)	5.80
Hausgemachte Rahmsuppe (Cream soup of the house)	4.80

SPEZIALITÄTEN (Specialities)

* Wiener Schnitzel vom Kalb mit Lyoner Kartoffeln und Salatteller (Veal cutlet Viennese-style with potatoes Lyonnaise and a salad)	12.50
* Rinderbraten mit Spaetzle und Gemüse (Beef pot roast with noodles and vegetables)	11.80
* Schweinekotelette in Paprikarahmsauce mit Kroketten und gemischtem Salat (Pork chop in paprika cream sauce with potato croquettes and a mixed salad)	12.80
* Fischragout "nach Grossmutter Art" mit Petersilie-Kartoffeln und Kopfsalat (Fish stew "grandmother's style" with parsley potatoes and lettuce salad)	13.50 13.50

NACHTISCH (Dessert)

Gemischtes Eis mit Sahne (Mixed ice cream with whipped cream)	DM 3.50
Pflirsch Melba (Vanilla ice cream, peach, raspberry sauce, and whipped cream)	5.50

Alle Preise sind Endpreise inklusiv MwSt. und Bedienung.
(All prices are total prices including tax and service charge.)

Key to Menu Symbols:

- * Items are listed in the menu in the order that they are usually eaten: appetizer, soup, main course and dessert.
- ◊ The price is shown to the right of or below each item on the menu.
This price includes the tax and the service charge.
- The most common main dishes in German restaurants are types of veal (Kalb), beef (Rind), pork (Schwein) or fish (Fisch).
- ♦ Some German menus have an English translation. If they don't, use a phrase book, menu-master or ask the waiter for help.

HOW TO DO IT

Eating out in Germany can be fun if you know the German way to do it. The following information tells you how it's done from the time you reach the door of the restaurant to the time you say "Auf Wiedersehen" and leave.

Plan Ahead

When you reach the door of the eating establishment you have chosen, you will find that most restaurants post a copy of their Speisekarte (menu) or their Tageskarte (daily menu) outside the door or in the window for you to look at. This allows you to decide what you want to order and see how much it will cost before going into the restaurant.

Gentlemen First

Americans often wonder what happened to "ladies first" when they see that men precede women in entering a German restaurant. This custom dates from times when the man was the one to decide whether the restaurant was okay for the woman to enter. Once inside, you will usually be expected to find your own table. To avoid standing around feeling awkward if no one comes to seat you, walk over and take a table.

Hang It Up

Germans do not leave their coats on after entering a restaurant, nor do they put them over the back of a chair at their table. They usually take off their coats and hang them on coat hooks or hangers placed conveniently around the restaurant. In fancier restaurants there may be a coat check (Garderobe) when you come in the door.

Pick Your Spot

When you're looking for a table, remember that if there is none empty, it's okay to share a table with strangers, as long as you ask permission — "Ist dieser Platz frei?" — (Is this place free?). Don't be surprised if someone asks to join you at your table. It is the custom to take a seat wherever one is vacant.

Also don't be surprised to see Germans bringing their dogs into a restaurant. Most restaurants allow this. The dogs are usually well behaved and often you may not even notice them once they curl up quietly under their master's table. However, unless your dog is equally used to dining out, it would probably not be a good idea to take it along.

Coffee, Tea or . . .

After you have found a table, the waiter (Herr Ober) or waitress (Fraulein) will bring a menu and will ask what you want to drink — "Was möchten Sie trinken?" You have a variety of drinks to choose from. Check the Getränke page of the menu. The most common drinks to order are:

—Beer (Bier) which is usually drunk with meals. You will see that nearly everyone has a glass of beer, either on tap (vom Fass) or from a bottle (Flasche), for it is the national drink.

—Wine (Wein), either white (Weiss) or red (Rot), is offered by the glass as well as by the bottle. Purchasing by the glass is an excellent way of tasting the various wines available in Germany.

—Coffee (Kaffee) is not drunk or served with the meal. When you do have a cup after a meal, it is a small cup (costing about \$1.00) and stronger than our coffee.

—Water (Wasser) is not served at the table, and will not be brought to you unless you ask for it. Then you will get mineral water (Mineralwasser) unless you ask for Leitungswasser (tap water).

—Other Beverages: Milk (Milch), tea (Tee), canned fruit juice (Saft), soft drinks and colas may also be ordered with meals.

Once you get your drinks, you need to know German customs for toasting. Common toasts are "Zum Wohl!" and "Prost!" As a rule, Germans clink their glasses only when wishing each other luck or when celebrating some special event as a birthday or wedding. Usually only glasses with wine or champagne are clinked together, although beer sometimes is Bavaria.

Take it Easy

Service in German restaurants is much slower than what you are used to in the States. One waiter/waitress may have to serve everyone, so relax and enjoy yourself. Don't feel that you have to rush through your meal. Unlike the States, once you sit at a table in a German restaurant, you can stay as long as you want. The waiter will almost never present you with the bill until you ask for it. In fact, it isn't acceptable behavior to try to hurry the waiter/waitress. Besides, it won't do any good. His/her response will be *ich komme gleich* (I'll be right back) or *Es kommt sofort* (it [the food] is coming and you will be served as soon as they have time.)

'Doing it in Deutschland'~2

What's For Dinner?

When ordering your meal, you may find it easier to refer from the Tageskarte since this is usually a complete meal at a reasonable price. Ordering this way is as difficult as ordering individual dishes such as soup, salad, main dish and desert separately. It also is usually less expensive. A menu master or traveler's guide book with foods listed come in handy when you want to figure out what the different foods are. It's a good idea to carry one of these with you until you're familiar with the names for German foods.

Eating Etiquette

When your food arrives, the waiter may say "Guten Appetit" or "Mahlzeit" which means enjoy your meal. You may be surprised to find that everyone is not served at the same time. Since the food is freshly prepared, it is brought to the table when it is ready. As a result, it is German custom to begin eating whenever you are served. Don't wait for everyone at the table to be served as you would in the States or your food may get very cold.

Like most Europeans, the Germans hold the fork in the left hand and the knife in the right while eating. There is no switching of the fork from left to right after the meat has been cut. When not being used, a hand is held beside the plate.

In Germany it is not considered proper to sit at a table with your hands in your lap. Rest your hands, not your elbows, on the table.

If you are still eating, but wish to set your knife and fork down cross them on your plate. When you are finished lay your fork and knife side by side on your plate. This tells the waiter that you are finished eating so he can clear the table.

Pay Up

If you need the waiter/waitress while eating, get their attention by calling — Herr Ober or Fraulein. When you are ready to pay for dinner, get the waiter's attention and say "Zahlen bitte" to let him know you want the check. The waiter will frequently say "Hat es Ihnen geschmeckt?" (Did you enjoy your meal?) At most restaurants you pay the bill directly to the waiter. German law requires that all restaurants and drinking establishments include tax and the service charge in the price of each item on the menu. Thus, the price listed for any dish, meal, course, or drink is all inclusive with 10 to 15 percent for service (Bedienung) and 13 percent for value-added tax (Mehrwertsteuer) included in the price. An extra tip is not necessary, although most people do round the bill off to at least the nearest Mark, according to the amount to be paid and the service provided. For instance, if the check amounts to DM 11.35 you may say "Zwoelf Mark bitte!" to the waiter, thus indicating that you expect change only for twelve marks and that the tip is for him. The tip is thus given directly to the waiter when paying and is not left on the table when leaving a place. But, to repeat, you are under no obligation to give an additional tip. Paying the bill in a restaurant with a personal check or credit card is not yet common in Germany.

WHERE TO DO IT

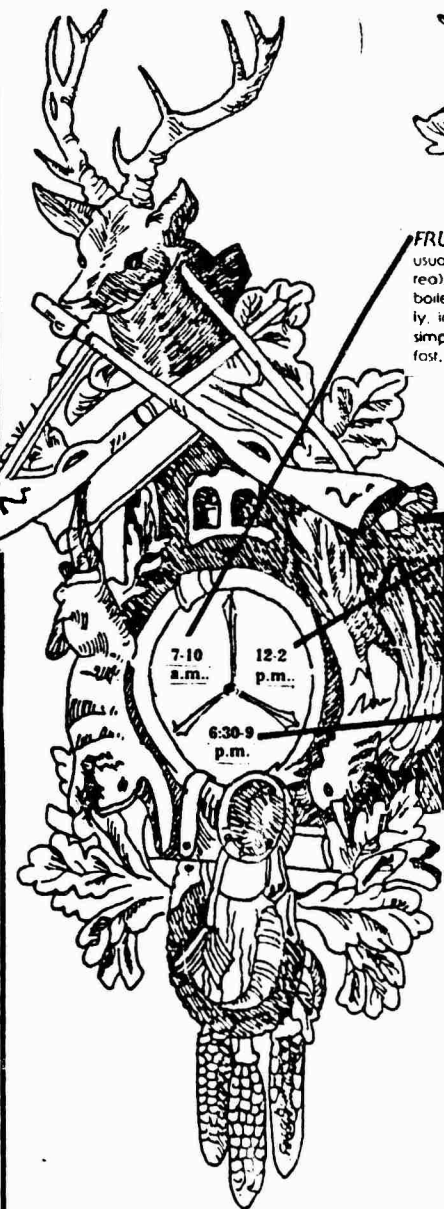
RESTAURANT: offers complete food and drinks.

ATSKELLER: is excellent for regional specialties and traditional German food. One is located in the attic of the Rathaus (city hall) of many towns in Germany. The Ratskeller are usually high quality restaurants, although often reasonably priced.

RASTSTAETTE: is simple the German word for restaurant. In railway stations they are called **RAHNHOFSGASTSTAETTE**. They serve complete meals.

GASTHOF: is the village word for restaurant. They serve drinks and modest to complete meals.

RASTHAUS: is the same as Gasthof — a restaurant of more or less modest proportions. It offers home cooking and a folksy atmosphere.



WHEN TO DO IT

FRUEHSTUECK (BREAKFAST): 7-10 a.m. Breakfast usually consists of bread, rolls, jam, butter, and coffee (or tea), but additional items such as eggs (normally soft-boiled), cold sausage, or cheese can be ordered. Frequently, in smaller hotels the price of the hotel room includes a simple breakfast. Hotels are the best places to get breakfast, since very few restaurants offer the morning meal.

MITTAGESSEN (LUNCH): 12-2 p.m. This is the main meal of the day for most Germans, and they eat heavily at this time. In fact, the daily menu is frequently called the **MITTAGSKARTE** (mid-day list), instead of **TAGESKARTE** (daily list).

ABENDESSEN (DINNER): 6:30-9 p.m. Some restaurants stay open as late as 11 p.m., so dinner may be had very late if you wish. However, the Germans generally eat their evening meal early, starting about 6 p.m. Sometimes they have an **ABENDKARTE** (evening list), which is much more restricted in offerings than what is found on the noon menu.

There are, in addition, two more eating times for the Germans, one about 10 a.m., when they have their bread and sausage with beer, or a pastry with coffee, and then again at about 3-4 p.m. when they have **KAFFEE** (coffee) with pastries, open-faced pies, cakes with rich frostings and whipped cream, or whipped cream as a separate dish, ice creams and sundaes.



FINDING OUT ABOUT IT

If you want information to help you in eating out in Germany, or if you want an opportunity to go out with a group, the following agencies can assist you:

Headstart/Gateway

Kontakt

USO

ACS

Stars & Stripes Bookstore

Library

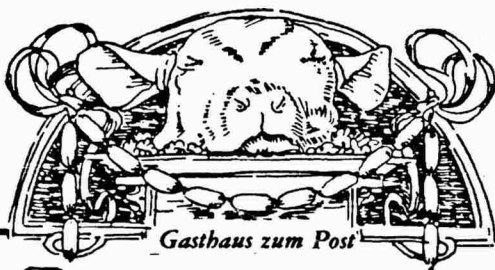
Customs, German Language, Translating menus, Opportunities to eat out with Germans, Orientation tours and information, Customs, information and pamphlets on local area, Regional specialties, Reference books — Michelin Guides, Menu Master, Phrase Books.



'Doing it in Deutschland' ~2

Are You A Menu Master?

The following menu (Speisekarte) from a local Gasthaus is not complete. Use the German words in the menu choices to fill in the blanks. Simply place the letter of the correct answers on the lines provided. You can use the Phrase Guide on page 3, the menu on page 4, a "menu master" or a German dictionary if you need help.



Gasthaus zum Post

Vorspeisen

- (1) Ditz Schnecken DM 7.—
mit (1) _____ und Butter
Frische Champignons gehackten DM 6.50

(2) _____

- Hausgemachte Zureibsuppe DM 6.—
Schwäbische Bohnensuppe DM 4.—
Ungarische Gulaschsuppe DM 3.50

Spezialitäten

- Spießchen nach Art des Hauses DM 12.50
mit Curry Reis (3) _____
Wildschweinbraten
"Odenwälder Art"
Hausgemachte Spaetzle

(4) _____

- Schweinestack " (5) _____"
mit Rostkartoffeln DM 15.—

Vom Kalb

- Cordon Bleu mit Schinken und Käse DM 18.—
mit (6) _____
Zürcher Sahnegeschnetzeltes
mit Kroketten DM 21.—

Fische

- Sezunge mit Krabben, Champignons
und Salzkartoffeln DM 20.—
(7) _____ in Mandelhauter DM 18.00
mit Salzkartoffeln

Beilagen

- Grüner Salat der Saison DM 3.—
Gemischter (8) _____ der Saison DM 4.50
1 Port. Gemüse der Saison DM 5.—
1 Port. (9) _____ Champignon DM 8.—

(10) _____

- Erstereichen (Erdbeere) DM 1.50
Schokowass-Sahne DM 2.00

Menu Choices

- a. Salat
b. Nachschick
c. Suppe
d. "Straßburger Art"
e. Fische

- f. DM 22.50
g. Forelle
h. Brot
i. Vom Schwein
j. Pommes Frites

Check The Check

Use the menu on this page to figure out how much the following complete meals ~~will~~ cost.

- 1 Fresh Mushrooms
1 Onion Soup
1 Shishkebob with Curry Rice
1 Trout in Almond Butter
with Boiled Potatoes
1 Portion of Vegetables

Total: _____

Now, if the service is good, round off to the nearest DM for a tip. The total amount is: _____



On Your Own Turf

When you go out to eat on the economy you have a choice of many types of restaurants. Match the type of restaurant with the correct item in "Where to go if ..." by writing the letter of the restaurant to the left of the situation.

Where to go if ...

- | | |
|--|-----------------------|
| _____ 1. You want to take a chow break on the autobahn. | a. Weinstube |
| _____ 2. You develop a case of the munchies in the train station | b. Conditori |
| _____ 3. You want a "home cooked meal in a "local" atmosphere. | c. Rasthaus |
| _____ 4. You want a wide choice of wines and a light meal | d. Schnell Imbiss |
| _____ 5. You want a quick snack on the run. | e. Ratskeller |
| _____ 6. You find yourself starving to death at city hall. | f. Bahnhofsgaststätte |
| _____ 7. You feel like having coffee and cake in the afternoon. | g. Gasthaus |

Doing Your Own Thing:

Saying it Right

See if you're ready to use German phrases when you go to a restaurant on the economy. First, match the responses on the right with the questions and statements on the left. Then, you can read the questions or statements aloud and a friend can say the responses. Finally, try to say the questions and responses from memory.

Question/Statement

- | | |
|--|--|
| _____ 1. Ist hier frei? | a. Nein, wir moechten getrennt bezahlen. |
| _____ 2. Was moechten Sie trinken? | b. Danke sehr. |
| _____ 3. Hat es gut geschmeckt? | c. Ich hatte gern Gedeck Nummer 2. |
| _____ 4. Was moechten Sie zum essen? | d. Nein, nur in Deutsche Mark. |
| _____ 5. Guten Appetit! | e. Bringen Sie mir ein bier, bitte |
| _____ 6. Moechten Sie alles zusammen bezahlen? | f. Ja, bitte sehr. |
| _____ 7. Wo is die Toilette? | g. Ich komme gleich mit die Rechnung |
| _____ 8. Haben Sie kleingeld? | h. Danke, es hat gut geschmeckt. |
| _____ 9. Herr Ober, zahlen bitte. | i. Geradeaus und dann links |
| _____ 10. Kann ich in Dollar zahlen? | j. Nein, ich habe nur grosses Geld. |

'Doing it in Deutschland' -2

Check it Out: Can You Cope?

I. Use the menu on page 4 to answer these questions.

- What is the special soup of the restaurant? _____
- What comes with the beef pot roast? _____
- What would the bill be for a mushroom appetizer, a pork chop in paprika cream sauce, and ice cream? DM _____
- Does the above bill include the tax and service charge? _____

II. Answer these questions without looking at pages 1-6.

- Where would you go for a quick wurst and soda? _____
- Where would you have afternoon cake and coffee? _____
- Where would you have a light evening meal with wine? _____

III. Write your responses in German in the following:

- Was mochten Sie trinken? _____

- Hat es gut geschmeckt? _____

- Haben Sie Kleingeld? _____

- Mochten Sie alles zusammen bezahlen? _____

IV. What do these signs mean?

Heute ist Ruhetag

A. _____

Garderobe

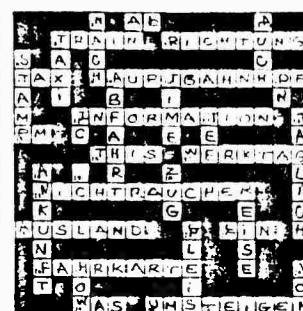
B. _____

Stammtisch

C. _____

Answers to Crossword Puzzle in the Munich Connection.

CROSSWORD PUZZLE



ANSWERS

Code: 2. Zwiebeluppe, 3. Schnitzel, 4. Spasitzel, 5. Salat, 6. Torte, 7. Kaffee.
 23.30, D. Yes, II. A. Schneelimbias, B. Condorelli, C. Weinsteube, III. Answers will vary. IV. A. Closed today, B. Coat rack/closet, C. Table for regulars, Cryptic-Your Own Thing: 1. 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247, 248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293, 294, 295, 296, 297, 298, 299, 300, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 324, 325, 326, 327, 328, 329, 330, 331, 332, 333, 334, 335, 336, 337, 338, 339, 340, 341, 342, 343, 344, 345, 346, 347, 348, 349, 350, 351, 352, 353, 354, 355, 356, 357, 358, 359, 360, 361, 362, 363, 364, 365, 366, 367, 368, 369, 370, 371, 372, 373, 374, 375, 376, 377, 378, 379, 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396, 397, 398, 399, 400, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 411, 412, 413, 414, 415, 416, 417, 418, 419, 420, 421, 422, 423, 424, 425, 426, 427, 428, 429, 430, 431, 432, 433, 434, 435, 436, 437, 438, 439, 440, 441, 442, 443, 444, 445, 446, 447, 448, 449, 450, 451, 452, 453, 454, 455, 456, 457, 458, 459, 460, 461, 462, 463, 464, 465, 466, 467, 468, 469, 470, 471, 472, 473, 474, 475, 476, 477, 478, 479, 480, 481, 482, 483, 484, 485, 486, 487, 488, 489, 490, 491, 492, 493, 494, 495, 496, 497, 498, 499, 500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 511, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 523, 524, 525, 526, 527, 528, 529, 530, 531, 532, 533, 534, 535, 536, 537, 538, 539, 540, 541, 542, 543, 544, 545, 546, 547, 548, 549, 550, 551, 552, 553, 554, 555, 556, 557, 558, 559, 560, 561, 562, 563, 564, 565, 566, 567, 568, 569, 570, 571, 572, 573, 574, 575, 576, 577, 578, 579, 580, 581, 582, 583, 584, 585, 586, 587, 588, 589, 590, 591, 592, 593, 594, 595, 596, 597, 598, 599, 600, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611, 612, 613, 614, 615, 616, 617, 618, 619, 620, 621, 622, 623, 624, 625, 626, 627, 628, 629, 630, 631, 632, 633, 634, 635, 636, 637, 638, 639, 640, 641, 642, 643, 644, 645, 646, 647, 648, 649, 650, 651, 652, 653, 654, 655, 656, 657, 658, 659, 660, 661, 662, 663, 664, 665, 666, 667, 668, 669, 670, 671, 672, 673, 674, 675, 676, 677, 678, 679, 680, 681, 682, 683, 684, 685, 686, 687, 688, 689, 690, 691, 692, 693, 694, 695, 696, 697, 698, 699, 700, 701, 702, 703, 704, 705, 706, 707, 708, 709, 710, 711, 712, 713, 714, 715, 716, 717, 718, 719, 720, 721, 722, 723, 724, 725, 726, 727, 728, 729, 730, 731, 732, 733, 734, 735, 736, 737, 738, 739, 740, 741, 742, 743, 744, 745, 746, 747, 748, 749, 750, 751, 752, 753, 754, 755, 756, 757, 758, 759, 760, 761, 762, 763, 764, 765, 766, 767, 768, 769, 770, 771, 772, 773, 774, 775, 776, 777, 778, 779, 780, 781, 782, 783, 784, 785, 786, 787, 788, 789, 790, 791, 792, 793, 794, 795, 796, 797, 798, 799, 800, 801, 802, 803, 804, 805, 806, 807, 808, 809, 810, 811, 812, 813, 814, 815, 816, 817, 818, 819, 820, 821, 822, 823, 824, 825, 826, 827, 828, 829, 830, 831, 832, 833, 834, 835, 836, 837, 838, 839, 840, 841, 842, 843, 844, 845, 846, 847, 848, 849, 850, 851, 852, 853, 854, 855, 856, 857, 858, 859, 860, 861, 862, 863, 864, 865, 866, 867, 868, 869, 870, 871, 872, 873, 874, 875, 876, 877, 878, 879, 880, 881, 882, 883, 884, 885, 886, 887, 888, 889, 890, 891, 892, 893, 894, 895, 896, 897, 898, 899, 900, 901, 902, 903, 904, 905, 906, 907, 908, 909, 910, 911, 912, 913, 914, 915, 916, 917, 918, 919, 920, 921, 922, 923, 924, 925, 926, 927, 928, 929, 930, 931, 932, 933, 934, 935, 936, 937, 938, 939, 940, 941, 942, 943, 944, 945, 946, 947, 948, 949, 950, 951, 952, 953, 954, 955, 956, 957, 958, 959, 960, 961, 962, 963, 964, 965, 966, 967, 968, 969, 970, 971, 972, 973, 974, 975, 976, 977, 978, 979, 980, 981, 982, 983, 984, 985, 986, 987, 988, 989, 990, 991, 992, 993, 994, 995, 996, 997, 998, 999, 1000.

THE COPING CONTEST

Contest Rules

On the map provided follow Alexandra Rastopov Feodorovitch's trail to uncover the name of the secret rendezvous point. To do this follow the directions provided:

- Follow Sandy's trail on the map using the numbers by the different types of food or drink. Each type of food or drink fits into a specific category on a menu.
- Identify the types of food (e.g., strawberries) and decide which menu category it belongs in (e.g., VORSPEISEN).
- Put the number of the food or drink on the line before the right menu category.
- One letter is underlined in each menu category (e.g., VORSPEISEN.) Using the numbers you placed on the line before the categories, put the underlined letter in the correct order in the boxes provided. This will give you the name of the secret meeting place.
- Answer the questions in the section called "NOW — GIVE US A PIECE OF YOUR MIND!!" (on the next page).
- Write your name, rank, and mailing address in the spaces provided.
- Cut out the contest form. Fold on the dotted line so that the ARI address is on the front. Staple or tape closed in one place.
- Drop in any APO mail box. NO STAMP IS NEEDED.
- Ten T-shirt winners and 250 button winners will be drawn from the contestants who have written the correct name of the rendezvous point in the boxes and completed the "GIVE US A PIECE OF YOUR MIND!!"
- To be eligible, entries must be received not later than two weeks from the date of the last AFN broadcast of THE TRIPLE TREAT (See the schedule information on page 1.)

Menu Category

_____ VORSPEISEN	_____ BEILAGEN
_____ RIND	_____ NACHTISCH
_____ SCHWEIN	_____ ALKOHOLFREIE GETRANKE
_____ LAMM	_____ ENEMY AGENTS RENDEZVOUS POINT
_____ WILDDERICHTE	_____
_____ FISCH	_____

1 2 3 4 5 6 7 8 9

Look up the name for the rendezvous point.

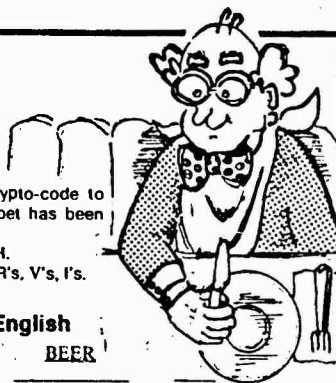
'Doing it in Deutschland'~2

CRYPTO-CODE

Dr. Zap ordered the following items for dinner. Can you break the crypto-code to discover the German words for what he ate? Each letter of the alphabet has been replaced with another. Here are a few hints to help you get started.

1. Each letter is the code for its code. For example, H = S and S = H.
2. The first word is done for you. Now you can decode all of the Y's, R's, V's, I's.
3. Take it from there on your own!

	German		English
1. YRVI	= BIER	=	BEER
2. ADRVYVOHFKKV	=	=	
3. HXSMRGAVO	=	=	
4. HKZVGAOV	=	=	
5. HZOZG	=	=	
6. GLIGV	=	=	
7. PZUUVV	=	=	



THIS PROGRAM ..

This program has been brought to you by The Human Resources Research Organization (HumRRO) under contract to The Army Research Institute (ARI).

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Chester Boondoggle — Benjamin Lauve
7/11 — Janice Glidden
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--- Cut Here ---

8

NOW GIVE US A PIECE OF YOUR MIND!!

When did you listen to THE TRIPLE TREAT?

1st time

(Day)

(Time)

2nd time

(Day)

(Time)

Where did you listen to THE TRIPLE TREAT?

- ☐ barracks ☐ in class (specify: _____)
- ☐ home ☐ on duty (in the _____)
- ☐ LRC ☐ other (specify: _____)

Check all of the words which tell what you thought of the program THE TRIPLE TREAT

- ☐ interesting ☐ stupid ☐ didn't understand ☐ fun ☐ useless
- ☐ boring ☐ funny ☐ too long ☐ too short ☐ dull
- ☐ helpful ☐ useful ☐ fantastic ☐ good ☐ terrific

If you didn't listen to the program, why didn't you?

Which of the following activities did you do in this newspaper? What did you think of the activities? Check the activities you completed. Circle the rating you'd give the activity.

Check the activities you did

Rating

	Awful	Okay	Good	Great
Rate Yourself: Are you a Four Star Restaurant? (p.1)	1	2	3	4
Are you a menu master? (p.6)	1	2	3	4
Check the check (p.6)	1	2	3	4
Doing Your Own Thing: Saying it Right (p.6)	1	2	3	4
On Your Own Turf (p.6)	1	2	3	4
Check It Out: Can You Cope (p.7)	1	2	3	4
Coping Contest (p.7)	1	2	3	4
Crypto Code (p.8)	1	2	3	4

What did you like best about the program and activities?

What did you like least about the program and activities?

NAME _____ RANK _____

MAILING ADDRESS _____ Unit _____ APO _____



POSTAGE AND FEES PAID
DEPARTMENT OF THE ARMY
DoD-314

FOLD HERE

ARI Field Unit
c/o DCSPE, HQ USAREUR
APO 09403

ARI Field Unit
c/o DCSPE, HQ USAREUR
APO 09403

'Doing it in Deutschland'-3

WHAT'S it ALL ABOUT



The Inside INFO

Here is some advance information about this week's episode of "DOING IT IN DEUTSCHLAND." You'll meet the following characters in THE COMMUNITY CAPER.

Strac Willie

Strac Willie is back again and as always he manages to involve himself in an adventure. His long-awaited vacation is interrupted and he and his colleagues find themselves in the middle of a secret investigation even before he has all the facts. Strac may have jumped to some hasty conclusions, as you will see in this episode.

Doctor Zap

It is lucky for Strac Willie and Chester Boondoggle that Zap is teamed up with them. They often need his advice. He's a good source of knowledge, and his satchel is like an encyclopedia. However, even Doctor Zap's satchel doesn't have all the answers to the "mystery" that our friends stumble onto in this week's caper.

Chester

Boondoggle

We all have something in common with Chester Boondoggle. He's always ready to undertake a new job, especially if it involves TDY, a tour, or a free meal. In this episode he tries to stay on task as our friends take on the assignment of showing a new agent the territory. But there are some unexpected events in store for Boondoggle and his pals!

7/11

This agent is a smooth operator, confident and self-assured, and with good reason. 7/11 has established a reputation as one of the best in the business. There's a big surprise for our three friends though, when they learn the identity of 7/11. See how 7/11 operates in the community and becomes mixed up in a "mystery" with Strac Willie, Chester and Doctor Zap.

The Community Caper

"THE COMMUNITY CAPER" is one of a series of programs about DOING IT IN DEUTSCHLAND. Each episode is about a different "IT." This week's "IT" is using the community resources available to USAREUR personnel and their families. Other programs include: Using public transportation ... Shopping on the economy ... Eating out on the economy ... Directory of USAREUR services ... Understanding the legal aspects of living in Germany. Be sure to listen to the AFN-radio broadcast and use the Stars and Stripes insert for each episode. You can join us in DOING IT IN DEUTSCHLAND.

AND MORE FOR YOU NEXT WEEK...

DIRECTORY OF USAREUR SERVICES will appear in next week's Stars and Stripes. It's a handy reference for your future use. You'll also learn how 7/11 got that code name.

Getting What You Want From Agency Services

Do you always get what you need from USAREUR agencies? Maybe you're one of those lucky people that always has things work out right or you could be like Boondoggle and run into a few problems every now and then. Read each of the following situations and circle the answer as you would react. Then, turn to page 2 for answers and comments.

SITUATION I: You want to see a counselor for some information you really need. You know that an appointment is required, but your questions will only take a few minutes. What should you do? Choose the approach that you think will be most successful.

- Go to the agency admin office and emphasize the importance of your problem. Exaggerate if necessary; that should get you some extra attention.
- Go directly to the counselor's office and demand an appointment. You can't wait; you're going to the field tomorrow.
- Explain your situation to the secretary and wait patiently to see if you can get some help. Offer to drop by later if necessary.

SITUATION II: Suppose that you are unable to keep an appointment due to a mixup back at the company. You've been assigned to post detail. What should you do about your appointment?

- Try to talk to your Platoon Set. Maybe he'll release you from duty to keep the appointment. Wait and see what happens. Maybe you'll get to keep the appointment anyway. The agency won't mind if you don't show.
- Call the agency and let them know that you can't keep your appointment so they can schedule someone else.

SITUATION III: You are waiting in line at the Commissary. It's crowded and you are in the middle of a long line. All of a sudden, you realize that you need to get a check approved. What will you do?

- Put back some of the items on the shelf beside you.
- Go through the line anyway, and then, if the price is over the amount of cash you have, you can always return a few items.
- You might as well go ahead and leave the line so you can get a check approved. Then you'll be sure to have enough money.

SITUATION IV: You've heard about a concert downtown that you would really like to attend. You've been wondering how to get some more information. What should you consider as possibilities?

- Ask your German girlfriend/boyfriend.
- Check with your USO or IIT office.
- Wait around outside the concert and see if anyone wants to sell their tickets.

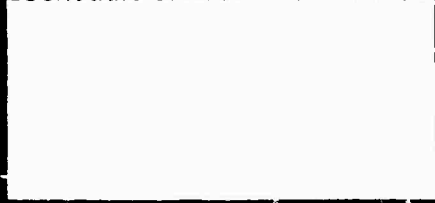
SITUATION V: You've gone to an agency office during lunch time to check about a tour. You only have 10 minutes, so you hope they can answer your questions right away. The trouble is, the lady behind the desk doesn't have any information. The person with all the answers is out to lunch. What should you do?

- Just give up if you can't get the answers right away.
- Get the phone number, the staff person's name who is organizing the tour and a flier or other printed material describing it.
- Back at the barracks try to find someone who knows about the tour.

INFORMATION

As you listen to the AFN radio broadcast of THE COMMUNITY CAPER, you will meet these characters and learn more information about how to use agencies in your community. While listening to the program, refer to the following pages for more information. After the program, the activities in this publication and the DIRECTORY OF USAREUR SERVICES in tomorrow's Stars and Stripes will help you to become an expert in utilizing the resources of your own community.

Schedule of AFN Broadcasts



If You Can Cope, You Can Win!

YOU can be a winner in THE COPING CONTEST! Just listen to THE COMMUNITY CAPER on AFN radio, then read the information and do the activities in this Stars and Stripes supplement. You'll be the to complete THE COPING CONTEST on page 2. You might be one of 10 winners of "DOING IT IN DEUTSCHLAND" T-shirts. Or you could be one of 250 winners who will receive "DOING IT IN DEUTSCHLAND" buttons. Your T-shirt or buttons will be a Strac Willie, Doctor Zap, and Chester Boondoggle. DOING IT IN DEUTSCHLAND.

Getting What You Want From Agency Services

Answers to questions on page 1.

SITUATION I: Attempting to ask a question of the counselor.

- This approach might work once, but it isn't recommended. Give yourself 0 points.
- You are persistent, but demanding an appointment is not the route to take. You're probably interrupting someone else's time. 1 point for effort.
- BEST CHOICE** — You're able to be patient and seek information from the right source. This strategy has the best chance for success. 4 points for you.

SITUATION II: Cancelling an appointment.

- You better take off those rosy-tinted glasses. Unless you've cleared it in advance, a last-minute change of duty is hard to get. Only 1 point.
- Careful. "No shows" are a big problem for agency services, and you wouldn't want to be labeled in that category, would you? 0 points.
- BEST CHOICE** — If you learn that you can't keep an appointment, let the agency know at least 24 hours in advance, so someone else can use your appointment time. 4 points for your consideration of others.

SITUATION III: Deciding to cash a check.

- Oh no! You won't be making any friends at the Commissary by doing that. Score yourself 0 points.
- It's true that cashiers may allow you to do this, but you are holding up the line. Only 1 point.
- BEST CHOICE** — This shows some thinking ahead. The cashiers and the other customers will also benefit. 4 points.

SITUATION IV: Getting concert information.

- Yes, your German friends are always good sources of information about local happenings. But, suppose that you have to manage on your own! For your popularity, you deserve 2 points.
- BEST CHOICE** — Your USO and ITT offices have concert information and often provide discount tickets or even transportation to concerts. Enjoy the music and give yourself 4 points.
- Waiting around outside just isn't a sure thing. 0 points.

SITUATION V: Lunch-time at an agency office.

- You're giving up too easily. That seems to be a mistake, and it doesn't get you any answers either. 0 points.
- BEST CHOICE** — Now you're thinking. Even if the resource person isn't there, most agencies will have written information about upcoming events, or you can call for further details. 4 points.
- Nice try. Maybe someone in the barracks will know some info, but going directly to the source is still your best option. You're getting closer. 2 points.

How Your Behaviors Rate With The Agencies:

16-20 points — You're a real success in dealing with USAREUR agencies. The receptionists even smile when you come into their offices. Your consideration and planning ahead is well rewarded, too.

10-15 points — You're able to get around, and, sooner or later, you get things done. But, sometimes, your approach just doesn't work. In these pages are some tips which can increase your chances of success.

Below 10 points — Good luck! With your approach, you might even run into problems ordering a hamburger in the snack bar. Maybe you can pick up a few pointers from the article on this page "How to Get Service From the Services".

How To Ask The Right Questions ... To Get The Right Answers

Know what you need to ask.

Ask the right person, at the right place, at the right time.

State your question clearly.

Explain any special circumstances.

Repeat your question using other words if the person doesn't seem to understand.

Be polite, courteous and patient.

But be assertive.

Get all the information you can.

If you don't understand an answer, ask for an explanation.

Know when your question has been answered.

If one person doesn't have the answer, find out who does.

If you might forget the answer, write it down.

How To Get Service From The Services

Know where to go and who to see.

Make an appointment, if necessary.

Get to the appointment on time.

If you can't keep an appointment, call to tell the person.

Acquire any necessary authorization and/or assistance from your chain of command.

Go prepared. Know what information/services you need. Take all required papers/documents.

Follow the agency's operating procedures (e.g., take a number, fill out an application).

Be polite, courteous and patient.

Be assertive; know your rights regarding services.

Be aware that one agency can help you to obtain services from another agency.

Recognize the problems agency personnel might face: understaffing/over work/peak times, such as pay days/new to the job.

Realize that a few agency personnel may be incompetent, lazy or uncooperative. You need to be skillful to get their help.

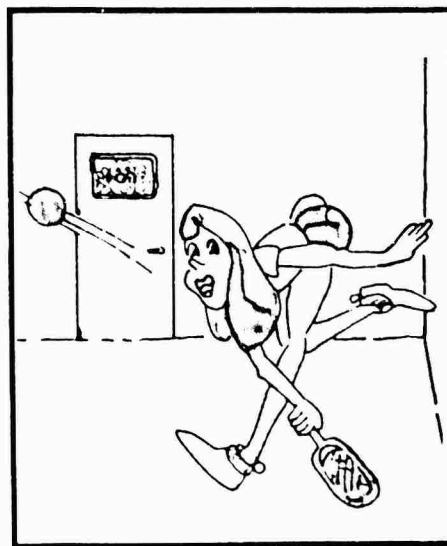
Keep at it until you find the agency or person who can help you.

Be considerate of other clients/customers seeking/using the services.

Show your appreciation for services received.

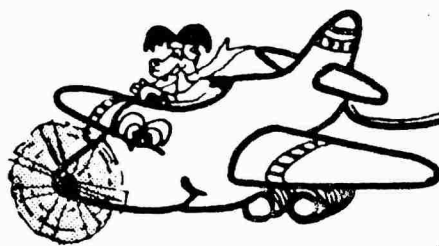


Sirac's umbrella comes in handy again! But his actions don't go unnoticed.



Sirac may be in for more than he expects!

'Doing it in Deutschland' ~3



This Will Help You Do It

Even though you're a long way from home, you'll find most of the services you were accustomed to are available here in USAREUR. Once you learn where the services are located, you'll want to concentrate on using them most effectively to meet your needs. Let's look at the steps involved.

STEP 1: IDENTIFY WHAT RESOURCES ARE AVAILABLE IN YOUR COMMUNITY.

First, you need to find out what services may be located in your community. Other agencies may be located nearby if you live in a smaller community or sub-community. A special DIRECTORY OF USAREUR SERVICES will appear in *Stars and Stripes* tomorrow. This is a handy reference. A copy of your community's handbook or agency directory could also prove useful. These are usually available from ACS-Army Community Services. In-processing, newsletters and bulletin boards also provide important information about your community.

STEP 2: SELECT APPROPRIATE SOURCES OF INFORMATION ABOUT AGENCY SERVICES.

Information can come to you directly or indirectly and in formal or informal channels. The type of information source you may want to use depends on the information you need. Consider the types of things that you might learn from each of the following sources.

- A. In-processing — Orientation packets.
- B. Agency pamphlets or fliers
 - 1. Available in agency offices
 - 2. Disseminated by mail
 - 3. Displayed on bulletin boards, newsletters or through other print media
 - 4. Information via telephone
- C. Community directories

- D. First Sergeant, commanders or other links in chain of command
- E. Referral by another agency
- F. Community publications
- G. AFN TV or radio
- H. Bulletin boards
- I. Stars and Stripes
- J. Other Army-sponsored publications
- K. From other soldiers

STEP 3: CHECK OUT THE AVAILABILITY OF SERVICES, OPERATING HOURS AND METHOD OF SERVICE DELIVERY.

For those services not available at your own community level, check at the next larger community unit or through your chain of command.

With your schedule, it is important to know how an agency delivers its services. Such things as whether appointments are required, how sessions are scheduled, etc. are necessary bits of information. Consider the following methods of service delivery:

Person-to-person:

- 1. scheduled appointments
- 2. on a walk-in basis
- 3. referrals only
- 4. crisis intervention
- 5. combinations of the above.

Person-to-group:

- 1. classroom instruction
- 2. small group sessions
- 3. training or briefings

STEP 4: PREPARE YOURSELF — ANTICIPATE ANY PROBLEMS YOU MIGHT ENCOUNTER.

When using or attempting to use agency services, service members face certain unique limitations on their time. These limitations include such common problems as difficulties in finding transportation, inflexibility in the manner in which services are delivered and the many possible events which may interfere with a soldier's scheduled appointment or attempt to gather information. Some problems commonly encountered are mentioned below. It might be helpful to you to consider some of the ways in which you might solve these difficulties.

- A. Conflicts of duty obligations and agency operating hours.
- B. Time constraints — Some services are often available within limited time periods which must be scheduled in advance.
- C. Bureaucratic "red tape" — So called "red tape," those forms which must be completed in triplicate or the three offices which you must visit in order to get an answer to your question.
- D. Incomplete information about available services and how to obtain them.
- E. Negative perceptions of the agency or of the service it provides.

STEP 5: LEARN HOW TO MAKE APPOINTMENTS AND SEEK REFERRALS OR FURTHER INFORMATION.

The final step is the actual contact with the agency itself. This can come about in a variety of ways. One source of information that is always available, even in remote sites, is your chain of command. Your NCOs and officers should be able to assist you in making agency appointments or in identifying the service you need. They are also available to help in following up a service or in the first step in complaining about inadequate services should this become necessary.

In the following pages of this issue, you will find other helpful suggestions and activities. You may want to refer back to this page later.



THE RESOURCES RACE

A Game For 2, 3 or 4 Players

THE OBJECT OF THE GAME is to be the first player to go from Square #1 to Square #60.

You Will Need

dice and a marker for each player. You can use coins, buttons or other small objects as markers.

To Play

1. Throw one die to see who starts the game. The player throwing the highest number moves first. Other players follow in turn from left to right.
2. All players start their markers on the board next to Square #1 and move one square for each number on the face of the thrown die.
3. Some of the squares have pictures. The pictures show either an effective/helpful or an ineffective/harmful behavior. Helpful pictures are at the bottom of GREEN ARROWS and lead up to a picture of its positive consequence. Harmful pictures are at the top of GRAY ARROWS and lead down to a picture of its negative consequences.

Should your marker stop on a square at the bottom of a GREEN ARROW, for example, Square #2, you move UP to the square at the TOP of that GREEN ARROW, Square #22.

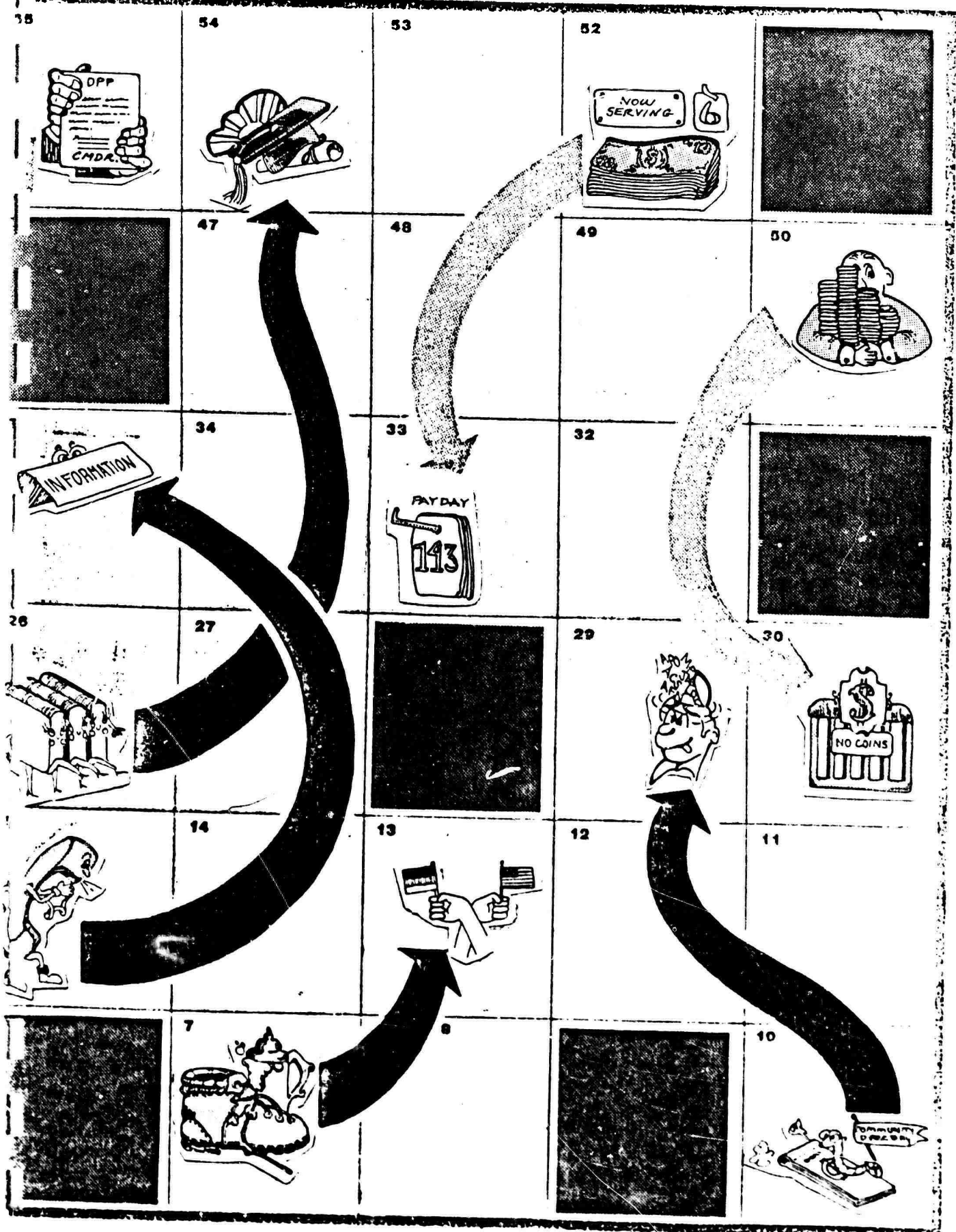
Should your marker stop on a square at the TOP of GRAY ARROW, for example, Square #18, you move DOWN to the square at the BOTTOM of that GRAY ARROW, Square #4.

Winning

The Game

1. Square #60 must be reached by an exact throw of the die.
2. The first player to reach Square #60 WINS THE GAME. This player has successfully demonstrated helpful/positive behaviors in dealing with agency services and has won THE RESOURCES RACE.

RACES RAGE



'Doing it in Deutschland' -3



Attitude Check

It's time for an attitude check. Think about your own attitudes toward agency services. Sometimes when you have a problem, you may decide not to seek assistance from a USAREUR agency. Why? What do you think is the reason? Consider the following reasons why some soldiers do not use agency services.

You don't know which agency in the community to turn to for help.

You have heard negative things about the agency from other soldiers.

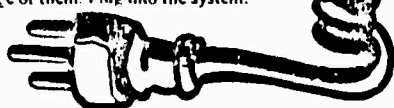
You prefer to solve problems on your own.

If the military finds out about your problem, it may be used against you (or so you believe).

You don't like to admit that you need outside help.

Whenver you have used agency services in the past, you haven't been completely satisfied.

Reconsider your attitudes toward agency services. They are here to help you meet your needs. If you run into a few snags or problem situations, talk to someone in your chain of command. Remember, the services offered in your community are made to be used, so take advantage of them. Plug into the system.



COPING CORNER

Dear Coping Corner:

I know there are a lot of services available here in USAREUR, but I have trouble using them. Whenever I finally get time to drop by and check things out — they're busy or they tell me that I need to make an appointment or worse yet, they're closed. What gives?

Frustrated

Dear Frustrated:

Many USAREUR agencies have a busy schedule too. Ideally, opening and closing times are suited to meet your needs. You should notice that many activities, particularly recreation and leisure time activities, are also conducted during off duty hours.

Part of the problem may be your approach. Try calling ahead to check on hours of operation and to see if an appointment is needed. It'll save some wear and tear on you and on the person behind the desk as well. Prior planning, OK?

Dear Coping Corner:

There's nothing to do here. I have tried going out on the economy, but just haven't had any luck. Where are all the exciting things happening — the ones I keep hearing about and reading about?

Bored in the Barracks

Dear Bored:

There are plenty of things to do if you'll just look around. If you're interested in getting to know German citizens, **KONTAKT** is an organization designed to build friendships between German and American young people. USO and other German-American clubs also provide this type of interaction. Sports clubs, such as ski clubs or wandering clubs also have both German and American members. You can try volkswatching, soccer, skiing, swimming or any of a variety of activities. Don't forget to check on local fests, parties and other points of interest. You can organize trips with your friends or let a USAREUR agency such as ITT do the leg-work and you go along for the fun.

DOING it YOURSELF

Match the items in Column I (Here is what you need ...) with the items in Column II (Here is where you find it ...). Write the numbers from Column II in the space to the left of Column I.

Here is What You Need ...

- a. You want to rent sleeping bags for a camping trip.
- b. You would like some information about tours and shopping trips to factory outlets for beer steins and cuckoo clocks.
- c. You want to check on a problem situation back home.
- d. You want to study FMs, TMs and other publications for your job.
- e. You want to get more practice in your hobby — photography.
- f. You want to study on your own for the SGT.
- g. You would like to learn more about the history of Germany.
- h. You need to give your spouse power of attorney while you're in the field.

Here is Where You Find It ...

- 1. ITT and/or USO
- 2. MOS Library
- 3. Recreation Center
- 4. Outdoor Recreation
- 5. TEC tapes (Training Extension courses)
- 6. Red Cross
- 7. Legal Assistance Office
- 8. Post Library
- 9. Army Emergency Relief

If you want some spare time activities on post, Morale Support Activities have lots of options. There's the Rec Center, Craft Shop, Theatres, the Post Library, Outdoor Recreation, the Gym and other facilities. As you can see, there are plenty of things to do. Just try some of these possibilities.

YOUR POC IN USAREUR



7-11 was confused by what she called the alphabet soup of names given to USAREUR agencies. See how many of the following names you know the meaning of.

Dear Little Brother:

You're really doing well in school, an "A" in Computer Programming. Well, I've been busy too and not just learning how to say "Guten Tag," or "ein Bier." Besides learning German, I have to learn Army lingo too. Let's see if you can figure them out.

Since I PCS'd from CONUS to USAREUR, life has been very hectic. The NAICO, a SGM about to ETS, really knew the ropes. He had quite a dog and pony show. In fact, the MPs had their canine crew and we saw slides of horseback riding at ARRC.

I think I finally got straight the difference between ACS and ACES. I plan to go to the AEC to sign up for BSEP, GED or HSCP classes. Some of these things really change fast. I learned that CDAAC is now CCC. My NCO doesn't know that yet. Maybe if I have some time I can check out TEC tapes at the LRC. I learned about JAG, too. Let's hope I don't need to use that info. Of course, if I'm lucky, I may go TDY. Then, it's smooth sailing, or so I've heard.

I've been learning my way around here, reading S&S and tuning in to AFN. USO also has had a few tips. I've even started shopping around. AAFES has more than just the PX. There are concessions, Sight and Sound Centers and much more.

Finances here aren't as complicated as I expected. I have the option of getting SURL-PAY — my check sent directly to the bank, then I get my LES. Banks also offer DM and other foreign currencies for whenever I get to travel (with a little help from USO and ITT). And, if an emergency ever comes up, there's always AR.

Well, I had better run. I need to get to the gym — I'm getting left behind in PT — and get this letter to APO. Be sure to follow the SOP in addressing your letters to me and don't forget my SSAN. Write soon.

Your POC in Germany

ON YOUR OWN TURF

What's Your AKQ

(Agency Knowledge Quotient)?

You've been learning how to use agency services. Let's see how you rate by answering these questions. For each question to which you already know the answer, give yourself 5 points. Score yourself 3 points if you can find the answer using the insert **DIRECTORY OF USAREUR SERVICES** which will be in tomorrow's *Stars and Stripes* or by using your community's handbook.

1. Where can you obtain a directory or handbook of agency services available in your community?
2. If an emergency came up and you needed some quick cash to fly to the States, which agency could you go to for help?
3. What are the operating hours for the gymnasium?
4. What is the SOP for going on sick call?
5. If you have a problem in understanding your German phone bill, where can you go?
6. Where is the ITT or USO office located in your community?
7. What are the military emergency numbers for the MPs (for reporting a fire), civil (an emergency numbers for Polizei (Police) and Feuer (Fire)?
8. What are the hours of operation for the Military Banking Facility on your post?
9. How and where do you obtain Value Added Tax (Mehrwertsteuer) Relief?
10. Where do you go to appoint a power of attorney?

Scoring:

If you scored **45-50 points**, you are well informed about your community resources. Take another look at the Community Handbook and you should be ready to help new persons in-process. **35-45 points** — You're learning, but you need a little more information. The **DIRECTORY OF AGENCY SERVICES** should be a big help for you. Try getting out and getting informed. **Below 34 points** — Unless you're new to the country, you might be labeled as a "barracks rat." This program should get you started on learning your way around.

'Doing it in Deutschland' ~3

Check it Out: Can You Cope?

A. 7/11 had her own style of dealing with agency services. She knew how to go about getting the information she needed. How about you? The following situations are either positive or negative in the approach taken. Identify the approach by circling positive or negative.

1. **Strac:** What do you mean, you gave my court away? You can't do that. I'm right here and ready to play. Partner? What do you mean my partner didn't show up either. Here he is. We can't? Ten minutes late! We're ten minutes late and you gave our court away!

Positive or Negative

2. **Boondoggle:** Good morning. Yes, I'd like to make an appointment. No, next Friday morning isn't good, 'cuz we have an inspection. How 'bout before then? What do you think I should do? All right, I'll check about cancellations. You mean there's an opening this afternoon? Thanks. I'll be there. Positive or negative?

3. **Dr. Zap:** Well, while we're here, let's check. We need to find out sometime. Here's his name in my satchel.

Sure, he's busy, but so are we! Just tell him that Dr. Zap is here, he'll make time for me.

Positive or negative?

4. **7/11:** Yes, I think you can help me. I'd like to inquire about the possibility of having this notarized today. Mornings only? Well, it's almost noon. Am I too late? No, I won't mind waiting. You mean he can notarize it now? Oh, thank you. I really appreciate your help. Positive or negative?

B. Answer the following questions regarding the use of agency services.

1. If you can't keep an appointment, what should you do?

2. If you are unable to get your question answered by the first person you ask you could

3. Name three problems you might face in using agency services

4. Name at least one source of information about agency services in your community.

Information Sources

C. You're new to the community. There are lots of sources of information, but you want to be selective. Match the information needed in Column I with the best sources of knowledge from Column II. Write the number of the information source on the line in front of Column I.

Column 1

- _____ a. Rental of athletic equipment
- _____ b. Tours or other trip ideas
- _____ c. Overview of community services
- _____ d. Information on how to make an agency appointment
- _____ e. Popular clubs or discos in your area
- _____ f. Information about emergency financial assistance

Column 2

- 1. ISG or other link in the chain of command
- 2. In-processing
- 3. USO or ITT
- 4. AFR — Army Emergency Relief
- 5. Other soldiers in your barracks
- 6. Outdoor Recreation or the Recreation Center

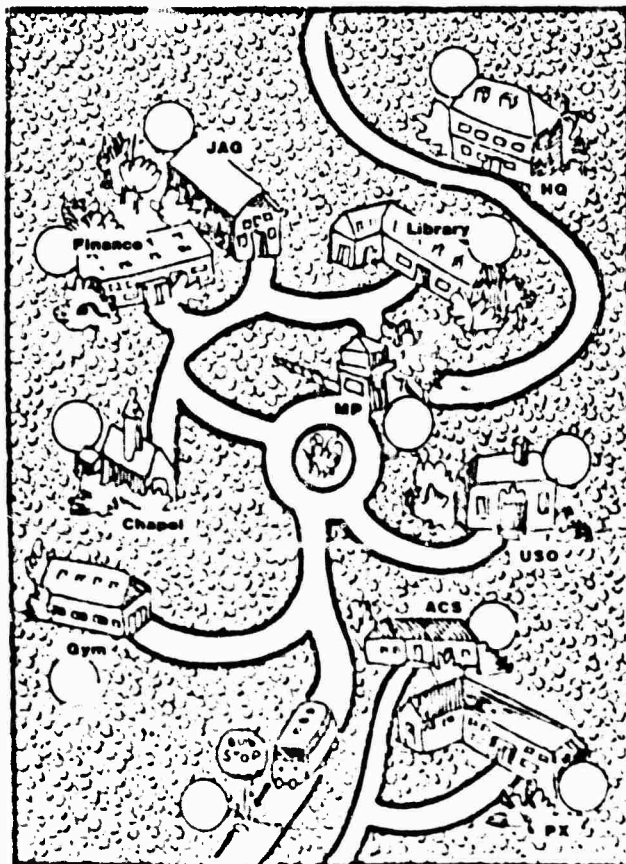
ANSWERS

1. If you can't keep an appointment, what should you do?
 2. If you are unable to get your question answered by the first person you ask you could
 3. Name three problems you might face in using agency services
 4. Name at least one source of information about agency services in your community.

Cut Here

THE COPING CONTEST

The Community Caper



Contest Rules

- On the map provided, trace the path 7/11 followed in visiting agency services. Use the clues provided. Write a (1) in the circle next to the first agency 7/11 visited. Write a (2) next to the second agency, and so on, for all 6 stops.
- Answer the questions in the section called "NOW — GIVE US A PIECE OF YOUR MIND!" (on the next page).
- Write your name, rank, and mailing address in the spaces provided.
- Cut out the contest form. Fold on the dotted line so that the ARI address is on the front. Staple or tape closed in one place.
- Drop in any APO mail box. NO STAMP IS NEEDED.
- Ten T-shirt winners and 250 button winners will be drawn from the contestants who have correctly listed the agencies and completed the "GIVE US A PIECE OF YOUR MIND!" questions.
- To be eligible, entries must be received not later than two weeks from the date of the last AFR broadcast of THE COMMUNITY CAPER (See the schedule information on page 1).

Coping Contest Clues

Where is 7/11?

Chester Boondoggle and Strac Willie are suspicious of this woman they continue to see around the community. There seems to be a mystery here. She keeps appearing at various agency offices. They aren't sure where she will pop up next. And there's another problem. They still haven't made contact with 7-11. Something's going on.

Follow Chester Boondoggle and Strac Willie as they try to solve this mystery with Dr. Zap's help. Listening to the AFR broadcast of THE COMMUNITY CAPER will provide you with extra clues. Trace their path on the map provided. Use these clues to help you.

- Here is the first place that Boondoggle, Strac and Zap encounter the mystery woman. They were waiting to meet 7/11. Start here, at the Shopping Center.
- Imagine that you're new to the community. Even if you were a secret agent, you'd need to know your way around. This agency has Community Handbooks and Welcome Packets for you.
- Your next position is the place where your TIS comes from. Pay problems can be resolved here, but most people prefer cashing checks or buying DM.
- Some people learn about this office because of Article 15's. 7-11 had a different reason. This office offers legal information too.
- This office represents a world wide organization. They're involved in making people feel at home even away from home. Tours, talent shows or information are three of their specialties and SERVICE is their motto name.
- 7-11 and our friends went here to pay requests for a number of other activities are available. (The dress code varies, but a certain type of shoe is popular.)

Agency Scramble

Directions:

Select one word from each of the three columns below in order to form the name of a USAREUR agency which provides services to soldiers. You may use a word more than once. Some words should not be used. Find as many agency names as you can and write them in the spaces provided. An example is shown in the first space.

1.	2.	3.
American	Assistance	Activities
Armed	Community	Bank
Army	Education	Center
Civilian	Emergency	Club
Class	Forces	Cross
Credit	Opportunity	Facility
Dependent	Personnel	Flight
Equal	Post	Network
Housing	Red	Office
Information	Referral	Organization
Learning	Resources	Program
Legal	Service	Relief
Morale	Support	Services
Public	Tours	Station
Rail	Transportation	Store
United	Youth	Travel

1.	Army	Post	Office
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			
16.			

THIS PROGRAM ...

This program has been brought to you by The Human Resources Research Organization (HumRRO) under contract to The Army Research Institute (ARI)

The Life Coping Skills in USAREUR Project staff:

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Chester Boondoggle — Benjamin Lauve
7/11 — Janice Glidden
Contact — Lilburn Dawson

Recording & mixing by
Wolfgang Gareis

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8

NOW GIVE US A PIECE OF YOUR MIND!!

When did you listen to THE COMMUNITY CAPER?

1st time	(Day)	(Time)
2nd time	(Day)	(Time)

Where did you listen to THE COMMUNITY CAPER?

___ barracks	___ in class (specify: _____)
___ home	___ on duty (in the _____)
___ LRC	___ other (specify: _____)

Check all of the words below which tell what you thought of the program, THE COMMUNITY CAPER.

___ interesting	___ stupid	___ didn't understand	___ fun	___ useless
___ boring	___ funny	___ too long	___ too short	___ dull
___ helpful	___ useful	___ fantastic	___ good	___ terrific

If you didn't listen to the program, why didn't you?

Which of the following activities did you do in this newspaper? What did you think of the activities? Check the activities you completed. Circle the rating you'd give the activity.

Check the activities you did	Rating			
	Awful	Okay	Good	Great
___ Getting What You Want From Agency Services (p. 1)	1	2	3	4
___ The Resources Race (p. 4-5)	1	2	3	4
___ Doing It Yourself (p. 6)	1	2	3	4
___ On Your Own Turf (p. 6)	1	2	3	4
___ Check It Out: Can You Cope? (p. 7)	1	2	3	4
___ Coping Contest (p. 7)	1	2	3	4
___ Agency Scramble (p. 8)	1	2	3	4

What did you like best about the program and activities?

What did you like least about the program and activities?

NAME _____	RANK _____
MAILING ADDRESS _____	Unit _____ APO _____



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DEPARTMENT OF THE ARMY
DoD-314

FOLD HERE

ARI Field Unit
c/o DCSPER, HQ USAREUR
APO 09403

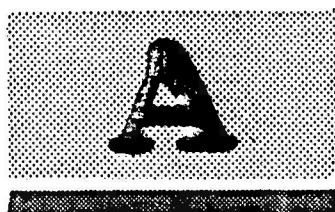
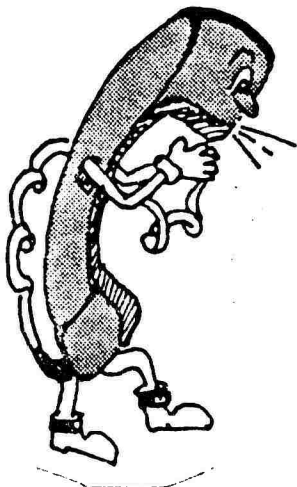
ARI Field Unit
c/o DCSPER, HQ USAREUR
APO 09403

'Doing it in Deutschland'

Some services vary from one community to another, and not all agencies are located in every military community. To get more information about agencies in your community or to find out where the closest agency office is to you, look in your installation directory or call your nearest ACS information office.

The people at the agencies in this directory are ready to serve you. That is their mission! For help in using agency services, be sure to listen to AFN-radio broadcast of The COMMUNITY CAPER. A schedule of broadcast times and eight pages of helpful information and activities can be found as a supplement to yesterday's Stars and Stripes. Find out how well Strac Wittle, Dr. Zap, and Cheater Boondoggle were able to make use of agency services. And learn about the mysterious 7/11. If you'd like to know how 7/11 got that code name, turn to page 8 of this directory.

Be sure to get part 2 of this directory of USAREUR services with the Stars and Stripes tomorrow.



WHO WE ARE ARMED FORCES RECREATION CENTER (AFRC)

WHY WE'RE HERE . . .

To provide recreation programs, facilities, equipment, sites and billeting for use by authorized personnel within the United States European Command.

WHAT WE DO . . .

Operate challenging individual and group recreation programs through a variety of outdoor activities: skiing, tennis, golf, hiking, sailing, windsurfing, mountaineering. Provide billeting for families or individuals at Garmisch, Berchtesgaden, Chiemsee and Munich, Germany.

WHO WE SERVE . . .

U.S. Military and Civilian personnel employed by the U.S. Forces, their family members stationed in USEU-COM, and their guests, as well as, U.S. citizen civilians and Canadian Forces personnel stationed in the FRG. Other U.S. military stationed outside USEU-COM, retired U.S. military and British Forces, Germany, are authorized space available accommodations.

THE DIRECTORY OF USAREUR SERVICES

WHAT WE DO . . .

Essential services required by AR 608-1: 1-Information, referral and follow-up (referral to other agencies when required; follow-up to assure assistance is given); 2-Financial planning and assistance services (financial planning, consumer education, budget planning and debt liquidation); 3-Relocation services (lending closets, fact sheets describing community, welcome packets, orientation/briefing to community); 4-Army Child Advocacy Program (ACAP-insures services to children are provided to include prevention, identification, treatment of child abuse/neglect, foster care); 5-Handicapped Family Member Assistance Services (assistance to assignment authorities and sponsors in obtaining assignments to locations where services are available); 6-Child Support Services (CSS) see separate heading.

WHO WE SERVE . . .

All members of the military community — military personnel, civilians and family members.

WHO WE ARE AAFES (ARMY & AIR FORCE EXCHANGE SERVICE)

WHY WE'RE HERE . . .

To provide merchandise and services of necessity and convenience which are not furnished from appropriated funds to authorized patrons at uniformly low prices. AAFES also generates earnings to supplement appropriated funds for the support of Army and Air Force Morale, Welfare and Recreational programs.

WHAT WE DO . . .

AAFES-Europe is a vital link with home for Army and Air Force communities from the Atlantic Ocean to the Persian Gulf. To bring merchandise and services to soldiers, airmen and

WHAT WE DO . . .

From its headquarters in Frankfurt, and its nine affiliate stations in Bremerhaven, Berlin, Wuerzburg, Nuernberg, Munich, Stuttgart, Kaiserslautern, SHAPE Belgium and Frankfurt, it produces and broadcasts radio (AM and some FM stereo) and television to a target audience of approximately 500,000 Americans. The network also operates Mini-TV for troops in remote locations.

WHO WE SERVE . . .

All members of the military community — military, civilians and family members.

WHO WE ARE ARMY COMMUNITY SERVICE

WHY WE'RE HERE . . .

To provide a focal point in the military community for services to families as well as single soldiers. To assist the commander in the resolution of personal problems and the provision of other services as needed to improve the quality of life and the well-being of members of the command.

The "Doing It in Deutschland" series of radio programs and newspaper supplements will help you to do many things in Germany — use public transportation, shop, eat out, meet and get to know Germans, follow the laws, and make use of the services in your military community. But there are many other ways you can get help in Doing It in Deutschland. Throughout USAREUR, a Army provides many services to military and civilian personnel and their family members. Not far from where you are now you can find help in meeting many of your needs. There are agencies which deal with physical and psychological health, leisure and recreation, legal and citizenship matters, financial and consumer affairs, housing, transportation, education, family needs, employment, and more. This DIRECTORY USAREUR SERVICES tells you what you can expect from each of the agencies. For each of the 38 agencies listed below, you will find:

— WHO THEY ARE

(the name of the agency)

— WHY THEY'RE HERE

(the main purpose(s) of the agency)

WHAT THEY DO

(the specific services available)

WHO THEY SERVE

(the eligibility requirements for making use of the agency's services)

Cont.

families, we operate about 4,000 activities including large department stores, remote site exchanges, cafeterias McDonald's-style burger bars. Eleven-type convenience stores, garages and service stations, bars, barshops, movie theaters, laundry and dry cleaning services, a school lunch program, vending machines and a host of other services.

AAFES-Europe offers a military credit program known as Deferred Payment Plan (DPP). We support field exercises, large and small, with a fleet of mobile retail and food vans, free movies, mail order and laundry service.

AAFES gives money to Army and Air Force Morale, Welfare and Recreation programs not supported by your tax dollars. Over the past 15 years, AAFES gave over \$1 billion to pay for libraries, scouting programs, unit funds, bowling lanes, hunting and fishing programs, Army Community Services, Sports and Dayroom equipment and Photo, Automotive and Hobby shops.

WHO WE SERVE . . .

All members of the military community (military, civilians, family members) who are entitled to logistical support.

WHO WE ARE ARMY CONTINUING EDUCATION SYSTEM

WHY WE'RE HERE . . .

To provide a full range of education programs from functional literacy through the graduate level which are comparable to programs available in the States and which are responsive to the needs of well-motivated soldiers.

WHAT WE DO . . .

Full counseling and testing services; learning support for SQT and ASVAB retests; MOS-related instruction; a full language program; Learning Resource Center activities; Basic Skills and high school completion programs; a multitude of undergraduate and graduate degree programs offered through American universities and colleges; information on grant and VEAP programs, the Army Apprenticeship Program, the Servicemembers Opportunity College, DANTES and allied educational information.

WHO WE SERVE . . .

All active duty military personnel and eligible civilians (ID card holders).

ARE ARMY EMERGENCY RELIEF (AER)



WHY WE'RE HERE . . .

To provide financial assistance to Army people and their families in time of emergency need.

WHAT WE DO . . .

Provide emergency assistance to Army people and their family members when faced with a valid emergency financial need and assistance to widows/widowers and orphans of deceased Army personnel. We have an educational assistance program which provides loans/scholarships for unmarried dependent sons or daughters of Army people — active, retired, or deceased.

WHO WE SERVE . . .

Army members on extended active duty and their dependents, members of the Reserve Components of the Army (Army National Guard and U.S. Army Reserve) on continuous active duty for more than 30 days and their dependents, retirees, widows/widowers and orphans of eligible Army members.



WHO WE ARE MILITARY BANKING FACILITY

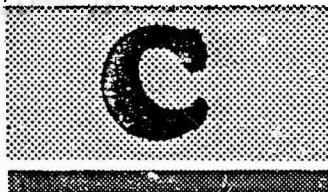
WHY WE'RE HERE . . .

To provide banking services to authorized individuals, military disbursing office, nonappropriated fund instrumentalities and private organizations.

Individual checking account services, savings accounts, certificates of deposit, cashiers checks and drafts, money orders, travelers checks, U.S. saving bonds (sales and redemptions), sale of local and foreign currencies, unsecured loans, check cashing for authorized customers, bank transfers, repurchasing of local currency.

WHO WE SERVE . . .

Active duty U.S. military personnel, U.S. civilian employees, family members of military and civilian personnel; agencies, and non-appropriated fund instrumentalities carrying on functions on a DOD installation. Also other individuals who qualify for individual logistic support.



WHO WE ARE CHILD SUPPORT SERVICES (CSS)

WHY WE'RE HERE . . .

To provide an alternative source of care in the military community for children of working parents.

WHAT WE DO . . .

Provide day care and drop-in care programs for children aged 6 months to 12 years and preschool programs for children 3 to 5 years old. 1) Day care provides child care and developmental services for children of working parents. 2) Drop-in care/hourly care provides child care and developmental services for children when parents participate in community functions, recreational activities, etc. 3) Halfday care (preschool) provides or-

into the formal school system. 4) Some communities have begun to register family day care homes. These homes provide for infants, 6 weeks to 6 months, as well as older children whose parents prefer this type of care.

WHO WE SERVE . . .

All members of the military community (military, civilians, family members) who are entitled to logistical support.

WHO WE ARE CHAPLAIN'S OFFICE WHY WE'RE HERE . . .

To provide a comprehensive ministry to all service members and their families within the command, to include: worship; religious retreats; workshops in spiritual, family and personal growth; pastoral care and counseling.



WHAT WE DO . . .

Worship experiences are developed to meet the needs of personnel within the command. Christian education classes, support groups, chapel socials and fellowships, Bible studies, marriage encounter and enrichment groups, youth activities, opportunities for lay participation in chapel ministries, chapel choirs and music programs, various kinds of religious retreats.

WHO WE SERVE . . .

All members of the military community — military, civilians, family members and retirees.

Cont.

WHO WE ARE . . .

CIVILIAN PERSONNEL OFFICE

WHY WE'RE HERE . . .

To provide a full range of personnel management services for the Department of the Army civilian and local national employees, including recruitment and placement, position and pay management, management-employee relations and training.

WHAT WE DO . . .

Operate the Dependent Hire Program, recruit for and fill various lower and middle grade positions; classify and determine appropriate grade and pay for all positions; provide employee services, such as processing requests for health and life insurance, providing retirement information and processing, maintain all civilian personnel regulations, directives and files; and maintain civilian personnel records for all employees.

WHO WE SERVE . . .

Employees and those eligible to apply for positions with the Department of the Army.

WHO WE ARE . . . CLASS VI STORE

WHY WE'RE HERE . . .

To provide high quality alcoholic beverages at reasonable prices to USAREUR authorized personnel and organizations.

WHAT WE DO . . .

Establish convenient retail outlets to sell alcoholic beverages by the bottle case. Customer demand determines brands, types and quantities sold.

WHO WE SERVE . . .

All military personnel, 18 years of age or older, during their tour of duty in USAREUR. Also USAREUR civilians, family members and certain non-U.S. NATO personnel.



WHO WE ARE . . . COMMISSARY

WHY WE'RE HERE . . .

To provide quality food and household items at prices comparable to or less than prices in the U.S.

WHAT WE DO . . .

Operate self-service supermarket-type stores. Food items and other supplies are stocked from the States and other locations in order to provide customers with quality and economy. Cigarettes, coffee, and tea are rationed items which require a valid ration card for purchase. Baggers are not employees of the commissary; they provide the service for tips only. Requests for new or out-of-stock items may be made to your commissary manager. Some commissaries include specialty shops, such as delicatessens.

WHO WE SERVE . . .

All military and civilian personnel and their family members who have a valid ID card.

WHO WE ARE . . . COMMUNITY COUNSELING CENTER (CCC)

(formerly Community Drug and Alcohol Assistance Center — CDAAC) . . .

WHY WE'RE HERE . . .

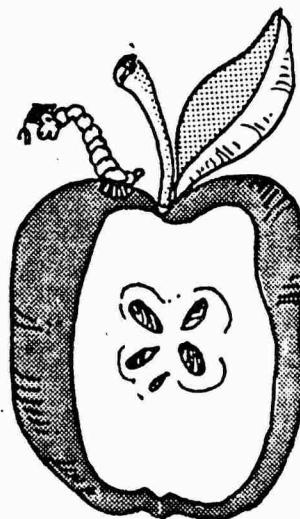
To help soldiers, their families, and DA civilians so they are better able to find satisfying ways of working and living which are free of alcohol and drug abuse.

DO . . .

We provide rehabilitation counseling services for alcohol and drug abuse and their families. We also provide awareness and education classes, crisis interventions, program information, and referrals for medical evaluations if necessary.

WHO WE SERVE . . .

Our clients include everyone who is entitled to military medical services.



WHO WE ARE . . . CREDIT UNION

WHY WE'RE HERE . . .

To provide a co-operative savings and loan association with the dual purpose of encouraging thrift and offering members a source of credit at low interest rates.

WHAT WE DO . . .

Encourage members to accumulate savings as a means of building economic security. Provide various types of loans. Credit Unions also offer their members such advantages and benefits as: a favorable rate of return on savings, insured savings accounts, low cost loans, check cashing service, budget and financial counseling and life-time membership.

WHO WE SERVE . . .

Military and civilian personnel and their family members at certain locations in USAREUR and CONUS. (See individual credit unions for specific information which may vary from one credit union to another.)

WHO WE ARE . . .

DEPARTMENT OF DEFENSE DEPENDENTS SCHOOLS (DODDS)

WHY WE'RE HERE . . .

To provide an educational program comparable to that of the public schools in the United States for eligible minor dependents of U.S. Defense Department personnel in overseas locations.

WHAT WE DO . . .

Offer educational services in language arts, mathematics, science, social studies, foreign language, fine arts, health, physical education, guidance and counseling, athletics, special career and intercultural education and such electives as sex education, drug abuse education, black studies, computers, host nation culture and communications.

WHO WE SERVE . . .

Minor dependents — child, ward or spouse (under 21) — of DOD military and civilian personnel paid from appropriated funds and stationed overseas. Student must be 5, but not more than 21 years of age by December 31 of the current school year. Handicapped students may enroll at age 3 in DODDS pre-school.

WHO WE ARE . . . DEUTSCHE BUNDESPOST

WHY WE'RE HERE . . .

To provide Americans with the same mail, telephone and financial services offered to German citizens.

WHAT WE DO . . .



D Cont.

The Deutsche Bundespost is similar to the U.S. Postal Service. It also includes the equivalent of our telephone companies. Many military installations have a Bundespost Office with English-speaking employees. Americans may use off-post offices as well. You can arrange for installation and termination of home telephone service, pay phone bills, purchase stamps, mail letters and packages, and pay a variety of other bills, (e.g., traffic tickets). You may make phone calls of all types from the Bundespost Office — local and long distance throughout the world, including collect and person-to-person calls. The Bundespost also offers some services typically provided by financial institutions in the U.S.

WHO WE SERVE ...

Any person living in or visiting Germany.

WHO WE ARE DRIVER'S ORIENTATION AND TESTING

WHY WE'RE HERE ...

To prepare applicants for the written and road sign tests that must be passed before receiving a license to operate a motor vehicle in Germany.



WHAT WE DO ...

All tests (written, road sign and, if applicable, the road test) are administered. A temporary driver's license is issued and the necessary documents forwarded to USAREUR for issuance of a permanent driver's license.

WHO WE SERVE ...

We provide service to those personnel who are entitled to logistical support under the Status of Forces Agreement. (Normally personnel who are entitled to a USAREUR driver's license).

E

WHO WE ARE EQUAL OPPORTUNITY OFFICE

WHY WE'RE HERE ...

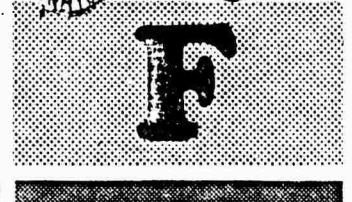
To support commanders in their efforts to achieve the highest state of readiness by helping to insure fair and impartial treatment for all Army personnel and their family members.

WHAT WE DO ...

Develop, coordinate, disseminate and supervise the execution of policies pertaining to the equal opportunity program. Conduct continuous analysis of trends regarding the racial climate in USAREUR.

WHO WE SERVE ...

All active duty personnel and their family members in all USAREUR/7th Army MACOMs.



WHO WE ARE FINANCE OFFICE

WHY WE'RE HERE ...

To provide financial services to U.S. Army military and civilian personnel and their family members.

WHAT WE DO ...

Cash checks, sale of local currency, travel payments (civilian and military), temporary lodging allowances (military), in and out processing (military), advance payment (military and civilian), maintenance of military pay accounts.

SERVE ...

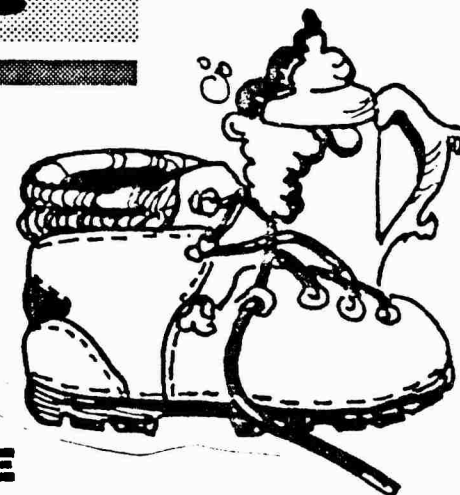
U.S. Army military and civilian personnel, their family members, and members of other services for certain financial services.



service and other community services available in the area.

WHO WE SERVE ...

All U.S. military and their family members, and all eligible DOD civilian employees and their family members.



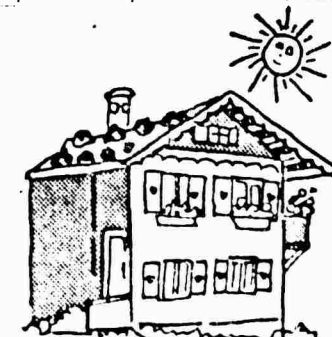
WHO WE ARE HOUSING REFERRAL OFFICE

WHY WE'RE HERE ...

To provide assistance in locating suitable non-discriminatory off-post housing.

WHAT WE DO ...

Obtain and maintain housing listings (vacancies); counsel and provide assistance to applicants; provide transportation to vacant listings; handle complaints; inspect rental property; maintain community liaison; ensure non-discrimination. (An agent may qualify property for listing with HRO only if the agent submits a suitable assurance of non-discrimination.) Provide applicant with general information on the geographic area in which housing is desired, to include, as appropriate: information on public, private and parochial schools; trans-



WHO WE ARE KONTAKT

WHY WE'RE HERE ...

To support USAREUR community relations objectives and to increase soldier morale and welfare by promoting off-duty participation in KONTAKT.

WHAT WE DO ...

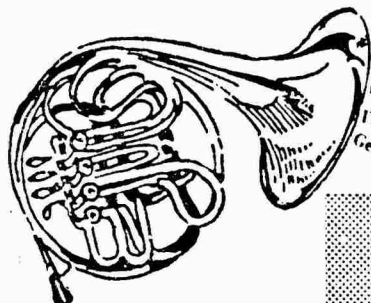
Promote interaction between U.S. soldiers and Germans and other Europeans through International KONTAKT groups in USAREUR military communities. Activities and programs include recreation, education and community action projects.

WHO WE SERVE ...

USAREUR soldiers and families, with emphasis on single soldiers, ages 18-27, to include interaction with civilian host nation citizens.

'Doing it in Deutschland'

THE DIRECTORY OF USAREUR SERVICES



This is the second part of THE DIRECTORY OF USAREUR SERVICES. It appeared as a four-page supplement to yesterday's Stars and Stripes. This DIRECTORY tells you what to expect from the many agencies which provide services to USAREUR personnel and their families. Within your military community or not much farther away you can find help in meeting many of your needs. Do you know where to go for help with medical and psychological health, leisure and recreation, legal and citizenship matters, financial and consumer affairs, housing, transportation, education, family needs, and employment? Find out about the services available to you by looking through this directory. For each USAREUR agency, you will find:

WHO THEY ARE

(the name of the agency)

WHY THEY'RE HERE

(the main purpose(s) of the agency)

WHAT THEY DO

(the specific services available)

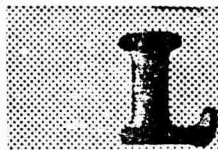
WHO THEY SERVE

(the eligibility requirements for making use of the agency's services)

Since some services vary from one community to another, and not all agencies are located in every military community, you may need to get more information locally. Look in your installation directory or call your nearest US office for help.

Remember, too, that you can get help in coping with life in Germany by tuning to the AFN radio broadcasts "DOING IT IN DEUTSCHLAND" and completing the eight-page Stars and Stripes supplements which go with each program. If you miss a program on AFN or in the Stars and Stripes, go to your local Learning Resources Center.

There you'll be able to listen to the news and study the newspaper supplements. Soon, like Strac Willie, Dr. Zap, and Chester Boondoggle, you'll be "DOING IT IN DEUTSCHLAND."



WHO WE ARE USAREUR LAW ENFORCEMENT ACTIVITIES

WHY WE'RE HERE . . .

To perform combat support, law and order, physical security, criminal investigations, customs and confinement missions in support of the USAREUR commander, the soldiers, DOD civilians and family members.

WHAT WE DO . . .



a) 2d Region, United States Army Criminal Investigation Command provides investigative support for all serious criminal offenses. b) 42d MP Group (Customs) enforces all U.S. customs laws and regulations to include special programs for EUCOM-wide military customs inspections and monitoring of blackmarketing activities. c) USAREUR and major subordinate command provost marshalls provide

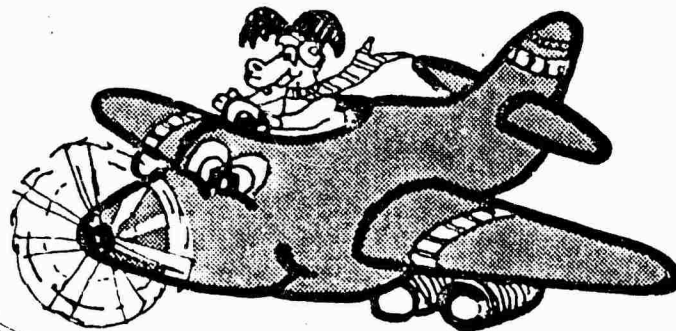
1-Issuance and control of privately owned vehicle operators licenses and registration of POV's and firearms. 2-Community and installation law enforcement operations. 3-Confinement of U.S. prisoners. 4-Development and implementation of crime prevention programs. 5-Development of nuclear, chemical and conventional security policies and programs. 6-Drug suppression operations.

WHO WE SERVE . . .

All U.S. military and civilian personnel and their family members.



WHO WE ARE MEDICAL SERVICES — 7th MEDCOM WHY WE'RE HERE . . .



To maintain the health of the U.S. Army in Europe and to conserve its fighting strength. Care is provided for the sick and the injured in peacetime and, concurrently, preparations are made for health support of USAREUR in time of war.

WHAT WE DO . . .

Provide a full range of medical and dental services. Availability of services vary at any of the two medical centers, ten hospitals, 54 health clinics, 11 dental activities and their 90 dental clinics. Limited veterinary services are available at each of the medical centers and hospitals.

WHO WE SERVE . . .

Active duty members of the Uniformed Services, their family members and DOD civilians and their family members.

WHO WE ARE MILITARY AIRLIFT COMMAND (MAC) — SPACE A TRAVEL WHY WE'RE HERE . . .

WHO WE ARE LEGAL ASSISTANCE OFFICE

WHY WE'RE HERE . . .

To provide assistance on legal matters of a civil law nature with both military and German authorities.

WHO WE SERVE . . .

All members of the U.S. military community - military personnel, civilians and family members.

WHAT WE DO . . .

Assistance is available for such matters as adoption, change of name, naturalization, citizenship, divorce and separation, immigration, insurance, issuance of passports to persons other than U.S. nationals, civil rights, domestic relations, nonsupport of dependents, personal finances, sales contracts, debts, taxes, personal property, power of attorney, wills, and German law. In some offices, a German attorney is available. All LAOs will supply you with a list of local German lawyers who speak English.

Cont.

To provide space available travel on MAC and commercially chartered flights after those flights have first been loaded with duty passengers and priority cargo.

Within Germany, service members and their families may catch "hops" to end from destinations throughout Europe, as well as, to CONUS. Space available travel to such places as Spain, England, Greece, Turkey, and Italy can be arranged at very low cost (usually a \$10.00 processing charge). Service members must be in uniform and must have valid leave orders, ID card, and, in some cases, their immunization certificate and passport. Family members must have their necessary travel documents (passport and visa, for non-U.S. citizens). Current information on destinations, the best times to depart, the frequency of flights and procedures to follow are available from the MAC terminals in Frankfurt and Ramstein.

WHO WE SERVE . . .

Active duty and retired military, and family members accompanied by their service sponsor may travel Space A to, from and within overseas areas.



WHO WE ARE MORALE SUPPORT ACTIVITIES (MSA)

WHY WE'RE HERE . . .

To provide a broad range of recreational and leisure time programs for USAREUR military communities through participation in physical, mental, social and cultural activities.

WHAT WE DO . . .

materials; SPORTS — on/off duty competitions for teams and individuals, conditioning; OUTDOOR RECREATION — check-out centers, camping and gardening; BOWLING — pro-shop, snacks; RECREATION CENTERS/ITT — Social, cultural, information, Tours and Travel; ARTS & CRAFTS — auto repair, photography, and multi-purpose shops; MUSIC & THEATER — music instruction, little theater, touring shows; YOUTH ACTIVITIES — mini MSA program for 6 to 19 year old family members.

WHO WE SERVE . . .

Active duty and retired military, authorized civilians and their family members, (IAW Table 1-1, AR 28-1 and UR 600-700.)



WHO WE ARE

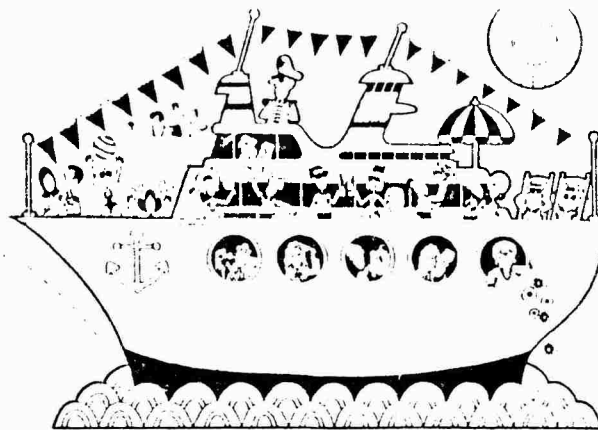
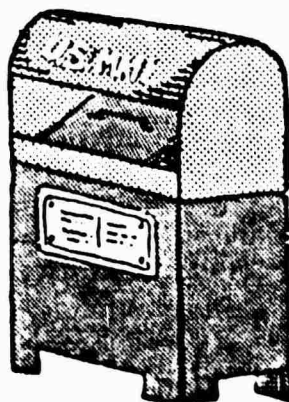
POSTAL OPERATIONS
DIRECTORATE/U.S.
ARMY POSTAL GROUP
— EUROPE

WHY WE'RE HERE . . .

To provide mail service throughout the Theater Army Europe, Belgium and Holland.

WHAT WE DO . . .

Exercise command and control over three Postal Companies and 17 Postal Detachments located in Germany, Belgium and Holland to include technical control over all postal operations with the European Theater. Services include sales of stamps and money orders, mailing of first class letters, including registered, certified and other special



WHO WE SERVE . . .

All members of the military community-military, civilian and family members; Host Nation community.



WHO WE SERVE . . .

All U.S. military, active duty and retired; their family members and DOD civilians and family members.

WHO WE ARE

PUBLIC AFFAIRS OFFICE
WHY WE'RE HERE . . .

To provide a means of informing the internal and external audiences of vital official information. To provide guidance in decision-making processes if a proposed action is likely to effect the attention of local or international media, or should be known to USAREUR military and civilian members.

WHAT WE DO . . .

Public information — Responsible for all official information relayed from, or to, public media which includes local, national, and international newspaper, magazine, radio and television reporters. Responsible for media queries and will provide guidance in release of information to a media representative. Command Information — Responsible for keeping all members of our internal audience informed, responsible for NAFT operations; EurArmy magazine and a host of community-level newspapers throughout Europe. Community Relations — Responsible for matters affecting, or likely to influence, relations with our local host government. CR should be consulted when problems in the following fields are observed or actions involving these fields are considered: Pollution, soldiers' off-duty behavior, real-estate matters, organizational changes, personnel changes, and U.S. Army's participation in public events.

WHO WE ARE RECREATION CENTERS — INFORMATION, TOURS AND TRAVEL (ITT)

WHY WE'RE HERE . . .

To provide a program/facility to meet multi-purpose social and cultural needs of the military community. This is the hub of information and on-post social activities.

WHAT WE DO . . .

Programs range from drop-in type (e.g., TV, billiards, table tennis) to scheduled special events, classes and theme parties. Rec Centers provide the setting for clubs and other special interest groups (e.g. Economy Wives, Coin Collectors) and competitions (e.g. chess, pool, pinocle). ITT provides information on activities in the area, tickets for concerts, travel and tours. Travel opportunities vary from one-day, low-cost local sights to week-long visits to Europe's tourist attractions.

WHO WE SERVE . . .

Active duty and retired military, authorized civilians and their family members, (IAW Table 1-1, AR28-1 and UR 600-700.)

R Cont.

WHO WE ARE RED CROSS

WHY WE'RE HERE . . .

To provide direct assistance to military members and their families. The American Red Cross and its program of assistance to the Armed Forces developed when national leaders, both civilian and military recognized the need for social welfare services for military personnel and their families. The need was formally articulated in 1881 when Clara Barton and a few supporters from the Association of the Red Cross. In 1900 the Congress of the United States chartered the organization and it was reincorporated by an Act of Congress on January 5, 1905.



WHAT WE DO . . .

COMMUNICATIONS SERVICES — Provide a means of communication on family emergencies to members of Armed Forces and their families, worldwide 24 hours. **EMERGENCY FINANCIAL ASSISTANCE** — In case of certain emergencies, an outright grant or interest-free loan. **REPORTING & REFERRAL** — Counseling for personal or family problems — the Red Cross worker helps the service member identify and understand the problem, find a solution and identify other resources in the community to help resolve problems. **COMMUNITY VOLUNTEERS** — serve in many capacities as caseworkers at clinics, offices, schools, etc. In addition, youth services utilizes youngsters as volunteers and in special programs such as Clown Corp., Basic Aid Training, etc. **HEALTH & SAFETY** — The American Red Cross teaches skills in first aid, water safety, small craft, and cardiopulmonary resuscitation (CPR). Courses are also available in Preparation for Parenthood, Vital Signs, Super Sitter and more.

WHO WE SERVE . . .

All members of the military community (military, civilian and family members) who are entitled to logistical support. (Emergency financial assistance limited).

WHO WE ARE RE—ENLISTMENT/ CAREER COUNSELOR

WHY WE'RE HERE . . .

To provide the individual soldier with assistance/guidance in selecting or remaining in current MOS for career progression, obtaining reenlistment, and assignments/options. To advise commanders on reenlistment matters.

WHAT WE DO . . .

Counsel soldiers. Assist soldiers with problems associated with reenlistment, extensions, specific options, etc. Provide advice to ineligible soldiers on requirements to become eligible for reenlistment.

WHO WE SERVE . . .

All soldiers eligible for reenlistment.

WHO WE ARE ROD AND GUN CLUB

WHY WE'RE HERE . . .

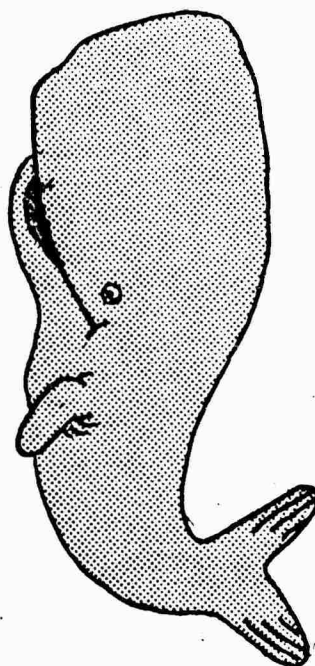
To join together to accomplish mutual interests; to promote the American-European relations through local and international sporting activities; to coordinate the shooting, fishing and hunting programs for members of the clubs; and to promote educational programs to help the newcomer enjoy field and stream activities.

WHAT WE DO . . .

HUNTING AND FISHING: Sponsor fishing contest and annual hunting and fishing instructors' course. Control of U.S. game quotas. Furnish training tests and materials to Hunting and Fishing Offices. **SHOOTING:** Sponsor teams in International and German style hunting (Deutsche Jaeger Verein Club -DJV) championships, and the Armed Forces skeet shoot. Coordinate the European shoot program and schedule for NSSA, ATA and NRA. **GENERAL:** Maintain film library, assist members on special projects and organization of trips.

WHO WE SERVE . . .

U.S. military and civilian personnel and their family members and active members of the Association. Associate membership includes NATO forces military and civilian components.

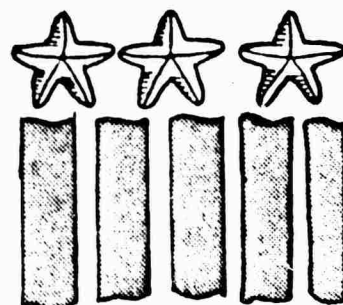


S

WHO WE ARE STARS AND STRIPES BOOKSTORE & NEWSPAPER

WHY WE'RE HERE . . .

To provide a daily "home-away-from-home" newspaper for U.S. military personnel and their families, as well as, U.S. civilians stationed in Europe, the United Kingdom, the Middle East and North Africa. To operate bookstores at military installations throughout these areas. The newspaper can be purchased at Stars & Stripes bookstores, some military dining facilities and snack bars on military installations. Additionally, Stars & Stripes operates a job printing shop that offers service to U.S. military agencies in Europe.



WHO WE SERVE . . .

All members of the military community — military, civilians and family members.

U

WHO WE ARE UNITED SERVICE ORGANIZATION

WHY WE'RE HERE . . .

To serve the spiritual, social, recreational, educational and entertainment needs of U.S. service members and their family members worldwide.

WHAT WE DO . . .

A wide variety of programs and services is provided through eight principal USO locations: Frankfurt International Airport, Frankfurt, Hanau, Baumholder, Kaiserslautern, Mannheim, Stuttgart and Wiesbaden. Services and



programs include intercultural understanding, extensive information and referral, travel assistance, informal education, community involvement, recreation activities, orientation to foreign cultures, USO shows and assistance to economy families through outreach programs.

WHO WE SERVE . . .

All members of the U.S. military forces and their family members, members of the Reserve Forces and National Guard while on active duty status, military personnel of other nations under special conditions, U.S. government civilian personnel overseas and their family members.

WHO WE SERVE . . .

All military personnel, eligible civilians and their family members. (Normally, personnel who are entitled to PX rationed items are entitled to a USAREUR driver's license).

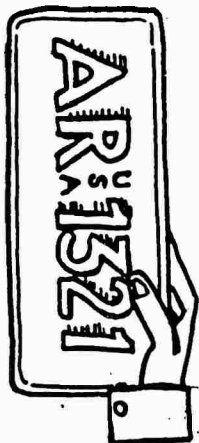


WHO WE ARE

VEHICLE REGISTRATION

WHY WE'RE HERE . . .

To provide, in the Federal Republic of Germany and West Berlin, personnel and facilities for the issuance and control of privately owned vehicle operator's licenses, the registration of privately owned vehicles and firearms, and related services.



WHO WE ARE

YOUTH ACTIVITIES

WHY WE'RE HERE . . .

To provide a broad range of sports, recreational and cultural programs for the youth (i.e., age 6 to 19) who are family members in USAREUR military communities.

WHAT WE DO . . .

Programs are organized by age groups in the areas of sports (e.g. baseball, football, soccer); outdoor activities (e.g., swimming, cheerleading); programmed activities (e.g., dances, classes, clubs); drop-in activities at the Youth Center (e.g., TV, games, snacks); and cultural tours.

WHO WE SERVE . . .

Youths (i.e., 6 to 19 years) who are family members of active duty and retired military and authorized civilians. (IAW Table 1-1, AR 28-1 and UR 600-700)



WHAT WE DO . . .

We issue privately owned vehicle operator's licenses, registrations of privately owned vehicles, as well, as registration of privately owned firearms.

WHO WE ARE

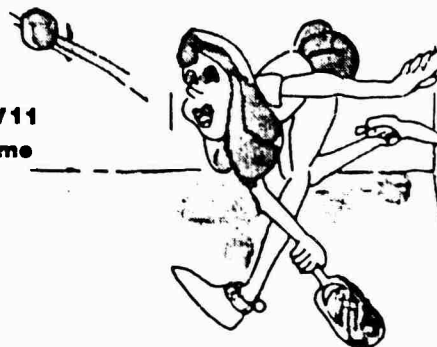
Directory of USAREUR Services

This directory has been brought to you by the Human Resources Research Organization (HUMRRO) under contract to the Army Research Institute (ARI).

The information contained in this directory was collected from representatives of each of the agencies and compiled by Kathy Brooks and Rosemary Dawson of the Life Coping Skills in USAREUR Project Staff. Layout and graphics by Mollie Kerr.

HumRRO
HQ USAREUR & 7th Army
ODCSPER, Box 1789
APO New York, NY 09403
(MM) 2131-7635/6386
(Civ) 0621-730-7635/6386

So That's How 7/11 Got Her Code Name



1 ABCDEF

7 GHIJ
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A

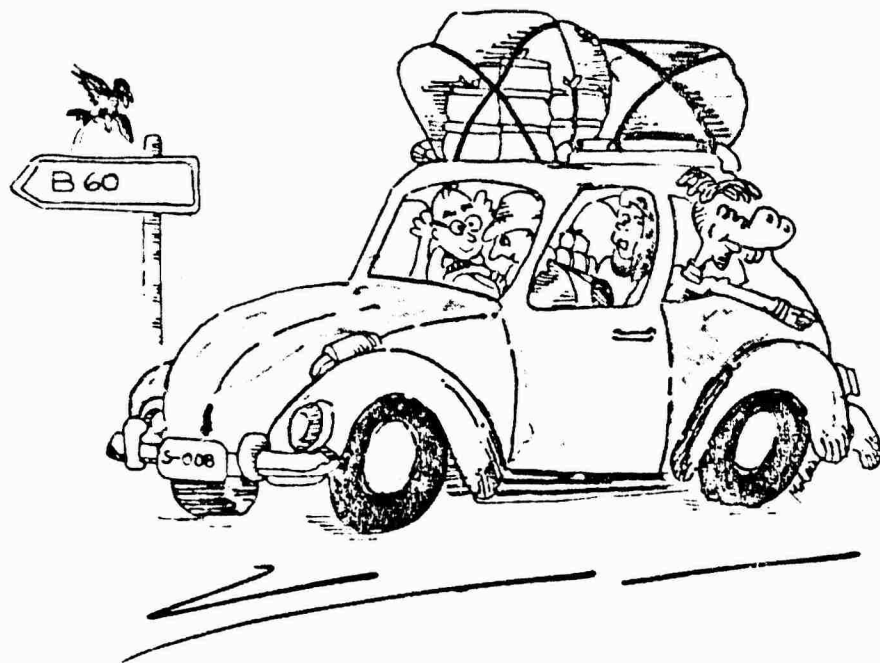
11 KLMNOPQ
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18 RSTUVWXY
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26 Z

7(G) • 11(K) • 18(R)

WHAT'S it ALL ABOUT



What Are They Up To This Time?

If you've heard other episodes of "DOING IT IN DEUTSCHLAND," you know that Strac Willie, Chester Boondoggle, and Dr. Zap are frequently called upon by "Contact" to take part in a special mission. Well, they're at it again in The Goods To Go.

Strac Willie

Strac is really excited about this mission because it's in the field and top secret. In his enthusiasm, he confuses a very important piece of information. Because of this, Strac gets a Huelle for his 008 Schirm.

Doctor Zap

Dr. Zap knows as much about shopping on the economy as he does about eating on the economy. And everyone knows how well he can eat! His German's not perfect, but he makes himself understood and helps his friends with the language. For example, he tells Strac he should be "Druecken-ing" instead of "ziehen-ing."

Chester Boondoggle

Chester has picked up some pointers from Dr. Zap. He's learned that it can be helpful to have information at your fingertips. He was especially happy to be able to help 7/11 during their mission preparations.

7/11

As you may know, things did not get off to a very good start when 7/11 first joined Strac, Zap and Boondoggle. Fortunately, they seem to have resolved their problems... or almost all of them.

Find out more about this top secret mission that was so secret even the "agents" didn't know what they were doing. Listen to The Goods To Go on AFN at one of the times listed in the schedule. Use the information on pages 2 and 3 during the broadcast. Then complete the rest of the pages on your own or with a friend or family member. You'll soon be ready to shop on the Hauptstrasse or in your neighborhood Metzger.

Schedule of AFN Broadcasts

The Goods To Go

Have you seen and heard the other DOING IT IN DEUTSCHLAND programs? This episode, The Goods To Go, is one of a series of programs each of which deals with a different "IT." When you have finished using this Stars & Stripes supplement and have listened to the AFN radio broadcast of The Goods To Go, you will be able to shop on the German economy. Other programs are about using public transportation, eating out on the economy, using military community resources, interacting with host nation citizens, and understanding the legal aspects of living in Germany. Be sure to participate in all of these programs. Remember, if you miss the AFN broadcasts and/or the Stars & Stripes inserts, you can go to your local Learning Resource Center. They'll let you use the programs you missed, so that you'll soon be "Doing It in Deutschland" too!

JOIN THE WINNERS!

Have you seen anyone wearing a T-shirt or button with a picture of Strac, Dr. Zap and Boondoggle "DOING IT IN DEUTSCHLAND"? Well, they're COPING CONTEST winners. You, too, can be a winner. Learn how by reading the Coping Contest rules on page 7. Then listen to the AFN broadcast and complete the following pages. Good luck!

SUPER SCHNUPPER

CHECK YOURSELF OUT: See How Much You Know About Shopping On The Economy.

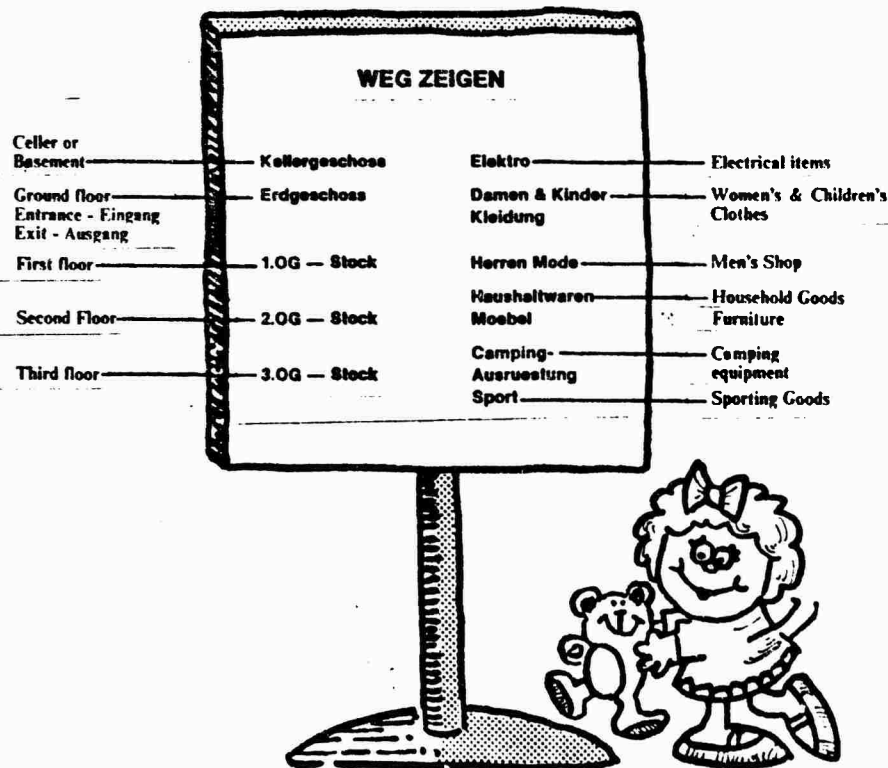
Put a check (X) in the parentheses next to the answers you know.

1. — Do you know the German names for various merchandise, such as: types of clothing (), household goods (), bedding (), car parts (), food items ()?
2. — Do you know the metric measures for length (), weight (), volume (), and temperature ()?
3. — Do you know how to convert your clothing sizes into German sizes ()?
4. — Do you know the German name for store (), names for various types of stores (), and the particular types of items each carries ()?
5. — Can you explain to a German merchant that you want to purchase an item without paying the German Value-added Tax (Mehrwertsteuer) (); then, follow the correct procedures for obtaining tax relief ()?
6. — Can you properly care for items purchased on the German economy by reading and understanding the words and symbols in the instructions ()?
7. — German customs and behavior in many social and business situations are different from American. Do you know when your behavior is offensive when dealing with Germans ()?
8. — Can you use common German words and phrases appropriately when shopping, such as: Wieviel kostet...? (), Geben Sie mir das da. (), Ich moechte... () and Ziehen Sie mir das dort ()?
9. — Do you know the hours German stores are open ()?

For each check (X), give yourself 1 point. Add up your score to find out how much you know about shopping on the German economy.

Total points	13	18	19	all
less than 10	baratly a	almost a	a	a super
not a	schnupper	schnupper	schnupper	schnupper
schnupper				

STORE DIRECTORY



Other Helpful Signs

To Steps -

Treppen

To Elevator -

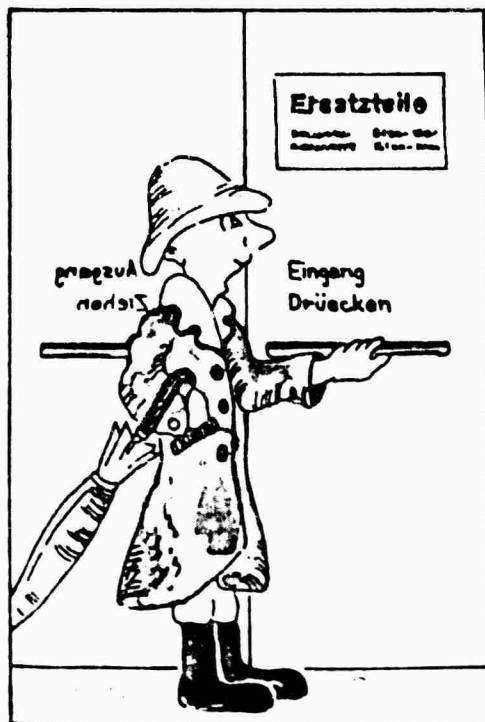
Fahstuhl

To Escalator -

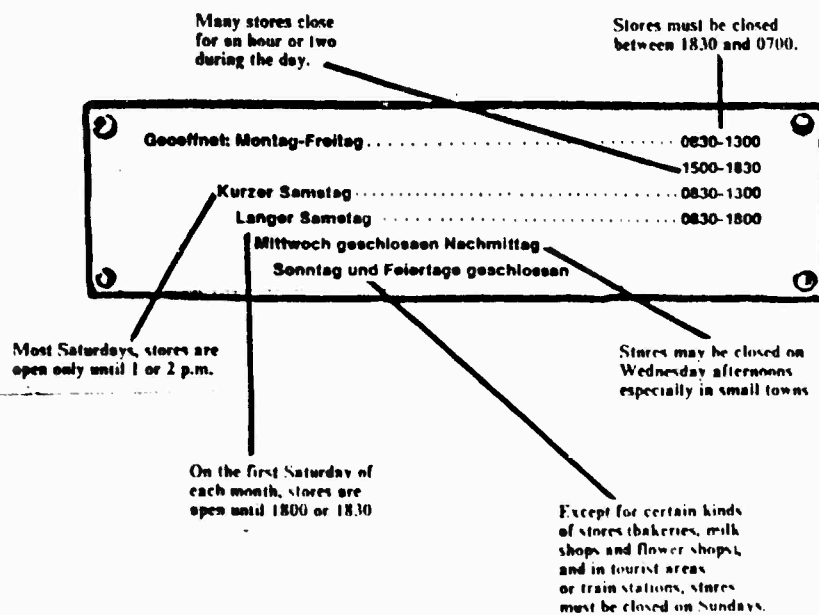
Rolltreppe

To Emergency Exit -

Notausgang



HOURS OF OPERATION



Strac tried to ziehen (pull) when he should have druecken (pushed).

'Doing it in Deutschland'~4

American-German Size Conversion Chart



WOMEN:

Blouses And Sweaters

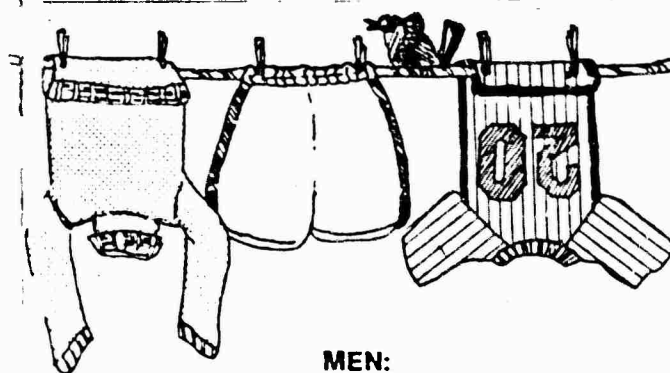
S. _____	32	34	36	38	40	42
German.....	40	42	44	46	48	50

Dresses And Suits

S. _____	10	12	14	16	18	20
German.....	38	40	42	44	46	48

Shoes

S. _____	4	5	6	7	8	9
German.....	35	36	37	38	39	40



MEN:

Suits, Coats, Slacks And Jackets

S. _____	34	36	38	40	42	44
German.....	44	46	48	50	52	54

Shoes

S. _____	8	9	10	11	12	13
German.....	39	40	41	42	43	44

Shirts

S. _____	14	14½	15	15½	16	16½	17	
erman.....	36	37	38	39	40	41	42	43

Hints For Converting:

1. For blouses, add 8 to U.S. sizes (e.g., U.S. 34 = German 42).
2. For dresses/skirts, add 28 to U.S. size.
3. For shoes, add 31 to U.S. size.

CLOTHING CARE INSTRUCTIONS

The following symbols appear on European clothing. Beside each symbol, its meaning is given.



1. Hand wash only.



2. Garment may be dry cleaned. Sometimes this sign is combined with a don't wash sign, which means it must be dry cleaned. If the don't wash sign is absent, the consumer has the choice.



3. Do not dry clean.



4. Machine wash.



5. Do not bleach.



6. Do not hang to dry; dry flat, or on a frame.



7. Drip dry. Hang while wet for best results.



8. Tumble dry if so desired. If sign is in green, high heat may be used; if amber, use low heat.

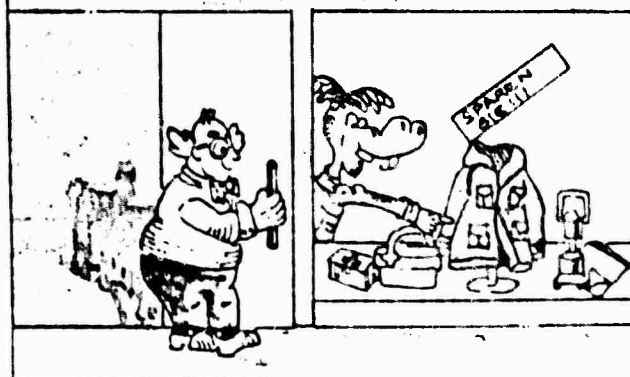


9. Warm iron. One dot means cool iron; three dots mean a hot iron.



10. Do not iron.

SPORT



Have Strac and Boondoggle found just the right thing for their mission?

'Doing it in Deutschland' ~4

German Money Identification

Coins (Muenzen)

- | | |
|--|--------------------|
| a. ein Einpfennigstueck | = 1-pfennig piece |
| b. ein Zweipfennigstueck | = 2-pfennig piece |
| c. ein Fuenfpfennigstueck (ein Fuenfer) | = 5-pfennig piece |
| d. ein Zehnpi-nigstueck (ein Zehner, ein Groschen) | = 10-pfennig piece |
| e. ein Fuenfzigpfennigstueck (ein Fuenfziger) | = 50-pfennig piece |
| f. ein Einmarkstueck | = 1-mark piece |
| g. ein Zwei-markstueck | = 2-mark piece |
| h. ein Fuenf-markstueck | = 5-mark piece |

Bills (Geldscheine)

- | | |
|---------------------------|-----------------|
| a. ein Fuenfmarkschein | = 5-mark bill |
| b. ein Zehnmarkschein | = 10-mark bill |
| c. ein Zwanzigmarkschein | = 20-mark bill |
| d. ein Fuenfzigmarkschein | = 50-mark bill |
| e. ein Hundertmarkschein | = 100-mark bill |



\$ to DM

1. To change U.S. Dollars into Deutsche Marks:

- Multiply the amount of U.S. dollars by the amount of DMs in one U.S. dollar.
- Round your answer to the nearest Pfennig.

DM to \$

2. To change Deutsche Marks into U.S. dollars:

- Divide the total amount of DM by the number of DMs in one U.S. dollar
- Round your answer to the nearest cent.

Examples

(If the Exchange Rate is \$1.00 = DM 2.30)

1. \$ 4.50 = how many DM?

$$\begin{array}{r} 4.50 \\ \times 2.30 \\ \hline 13500 \\ \underline{900} \\ 10350 \end{array}$$

10.35 = DM 10.35

2. DM 150 = how many dollars?

$$\begin{array}{r} 150 \div 2.30 = \$ 65.22 \\ 2.30 \overline{)150.00000} \\ \underline{460} \\ 1040 \\ \underline{1150} \\ 890 \\ \underline{890} \\ 0000 \end{array}$$

THE SOLUTION ...

How To Save DMs

Are you interested in saving money? Of course! Well, if you are eligible for logistic support, you are also eligible for relief from German value-added tax. The Mehrwertsteuer (Mwst.) is the 13% tax which is added to the cost of the goods you buy on the local German economy. Usually the price on the merchandise includes the Mwst.

You do not need to pay this tax if:

- you are eligible (US active duty military, US civilian employee of US military or family members of the former).
- the value of your purchase is at least DM 50, excluding the tax.
- you follow the procedures described below RFFORE your purchase is made

Here is a step-by-step guide to saving DMs.

Step One: Get specific information from your local Community Morale Support Fund (CMSF) office.

Step Two: Select the goods or service you want from a merchant who will accept payment through the tax-relief program. Merchants participate in the program voluntarily.

Step Three: Get an invoice (bill) from the merchant for the desired goods or services.

Step Four: Purchase a DM certified bank check made payable to the CMSF.

Step Five: Take the invoice and check to the CMSF office.

Step Six: Complete the forms at the CMSF office. You will get a purchase order and an Abwicklungsschein (relief certification).

Step Seven: Take the check, the purchase order and Abwicklungsschein to the merchant and pick up the goods.

Step Eight: Have the merchant certify payment on the purchase order and return it to you.

Step Nine: Take or send one copy of the purchase order to the CMSF office.

Step Ten: Enjoy your purchase — Tax free!

With A Little Help From Your Friends

As with most things in DOING IT IN DEUTSCHLAND, service members and their families can get help from several agencies before they go shopping on the economy. Here are some shopping-related services provided in your community.

GO TO:

- ITT, USO or Ree Center
- Community Morale Support Fund (CMSF)
- JAG or Legal Assistance Office
- Military Banking Facilities or Finance Office
- Education Center, LRC, Headstart or Gateway or German Volkshochschule
- Post library, Stars & Stripes Bookstore or German Buchhandlung
- Army Community Service

FOR:

- Group shopping tours (transportation provided)
- Tax Relief (Mehrwertsteuer)
- Interpretation of and advice about sales contracts.
- Exchange dollars for DMs
- German language and customs classes
- Helpful books on what to buy, where to find what you want, how to communicate with storepersonnel, etc.
- Information and assistance for many aspects of shopping

Approximate Equivalents of English and Metric Measures

SHIFT TO METRIC

LENGTH

1mm = 0.39 in	1in = 2.54 cm
1cm = 39 in	1ft = 30 cm
1m = 1.09 yd	1yd = 91 cm
1km = 3.28 ft	1mi = 1.6 km
1mm = 62 in	

MASS (Weight)

1g = 0.035 oz	1oz = 28 g
1kg = 2.2 lb	1lb = 453 g
1mg = 1.1 lb	1lb = 450 g

CAPACITY

(Liquid Measurement)

1ml = 0.38 oz	1oz = 29.57 ml
1L = 2.11 pt	1pt = 47 L
1L = 1.06 qt	1qt = 95 L
1L = 0.26 gal	1gal = 3.78 L

TEMPERATURE

Celsius	Fahrenheit
100	212 (boiling point of water)
80	176
60	140
37	98.6 (normal body temperature)
	32 (freezing point of water)
25	77 (normal room temperature)
20	68
10	50
0	32 (freezing point of water)
-10	14
-17.5	0

'Doing it in Deutschland' ~4

Boondoggle's SHOPPER'S PHRASE GUIDE

POLITE EXPRESSIONS:

Guten Morgen
Good morning
Guten Tag
Good afternoon
Auf Wiedersehen
Good bye
Bitte
Please/You're welcome
Danke
Thank you

ASKING QUESTIONS:

Wo finde ich...?
Where can I find...?
Können Sie mir helfen?
Can you help me?
Haben Sie...?
Do you have...?
Können Sie mir... zeigen?
Can you show me...?
Wieviel kostet es?
How much is it?
Können Sie langsamer sprechen?
Can you speak more slowly?

GETTING SERVICE:

Ich möchte...
I want...
Ich hätte gern...
I would like...
Ich habe Hunger...
I am hungry...
Geben Sie mir das dan...
Give me that, please...
Ich nehme...
I'll take...

USE
THESE FOR
HELP



GERMAN STORES AND WHAT THEY SELL

ANTIQUAETENHANDLUNG	an antique store
APOTHEKE	a pharmacy; handles only prescription and non-prescription drugs
AUTO-HANDEL & VERMIETUNG	car dealers and rental
AUTO-REPARATUREN	car repairs
BAECKEREI	bakery; breads, rolls, pastries and other latten- ing foods
BAST UND HEIMWERKERGESCHAEFT	hobby & craft shop; craft supplies, handyman supplies, do-it-yourself home repair and deco- rating supplies
BETTENGESCHAEFT	bed shop; beds, sheets, comforters, blankets, pillows, etc.
BLUMENGESCHAEFT	florist; fresh and dried flowers, potted plants, vases
BUCHHANDLUNG	book shop; books, maps, calendars
DROGERIE	drug store; most items you would expect to find in American drug stores except pharmacy items
DRUCKEREI	printer, misc. printing, i.e. pamphlets, letterhead, etc.
EISENHANDLUNG	hardware store; similar to U.S. hardware stores; you can usually find rock salt here
ELEKTROGESCHAEFT	electric shop; light fixtures, wiring supplies, some electric appliances
FAHRRADGESCHAEFT	bicycle shop (including repairs and spare parts)
FARBENGESCHAEFT	paint and wall covering shop; paints, wallpaper, supplies for applying wall coverings
FEINKOSTLADEN	fine food shop; imported food items, deli items, exceptional wines and liquors
FOTOGESCHAEFT	photo shop; cameras, projectors, film, meters, lens, carrying cases, tripods, etc. film processing
FRISEUR	beauty shop (men, women & children)
GARTENGESCHAEFT	garden shop; seeds, plants, planters, garden tools
GARDINENGESCHAEFT	all sorts of curtains, drapes, etc. in different shapes and sizes
GEMUESELADEN	fresh vegetables and fruits shop
GESCHENK-BOUTIQUE	gift shop; boutique gifts in all price ranges
HANDARBEITSGESCHAEFT	needlework shop; needlepoint, crochet, knitting, tapestry
HAUSHALTSWAREN- GESCHAEFT	houseware shop; items for the kitchen, china and pottery, crystal, pots and pans, household ac- cessories
HUTLADEN	hat shop
HUT UND REGENSCHIRM GESCHAEFT	hat and umbrella store
KAUFHAUS (WARENHAUS)	large department shop
KIOSK	small stand selling newspapers, magazines, can- dy, beverages (some sell sandwiches and hot dogs)
KLEIDERGESCHAEFT	clothing store
KRAFTFAHRZEUGTEILE GESCHAEFT	automotive parts store
KUNSTHANDLUNG	art shop; paintings, prints and frames
KURZWARENGESCHAEFT	dry goods store (all sorts of sewing notions)
MAETZGEREI	butcher; fresh meat, sausages, etc.
MOEBELGESCHAEFT	furniture store
MOTORRAD-GESCHAEFT	motorcycle shop; sale and repair of motorcycles
SCHMUCKWAREN- GESCHAEFT	jewelry store
SCHUMACHER	shoe repair shop
SCHREIBWAREN-GESCHAEFT	stationery store
SPIELWAREN-GESCHAEFT	toy shop; toys for children of all ages
TABAKWAREN	store for all sorts of smoking accessories, i.e. cigarettes, cigars, cigarillos, pipes, lighters, etc.
TAPETEN-GESCHAEFT	wall-paper shop; various types of wall-paper and wall-posters, etc.
TEPPICH-GESCHAEFT	rug shop; all sizes and shapes of rugs, shags, etc.
UHRGESCHAEFT	shop for clocks and watches, most of them also do repairs



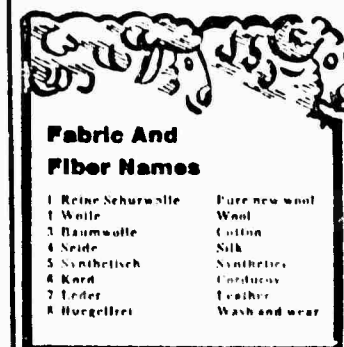
For Bargain Hunters

billig
cheap
teuer
expensive
preiswert
budget priced
Sonderangebot
bargain
Angebot der Woche
This week's special
Schlossverkauf
Clearance sale
sparen
save



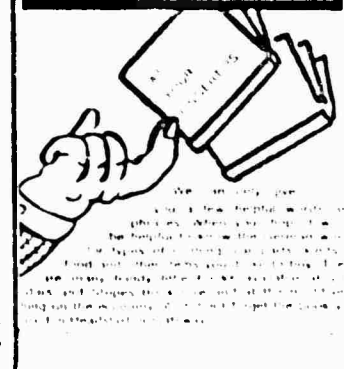
WAS FARBE, BITTE?

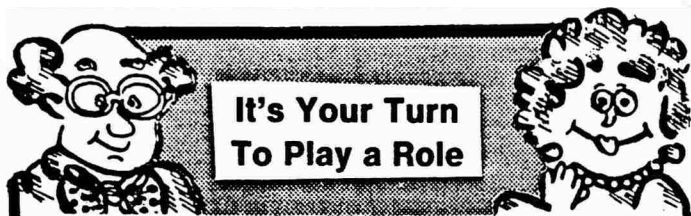
black	schwarz
blue	blau
brown	braun
green	gruen
grey	grau
orange	orangen farben
pink	rosa
red	rot
white	weiss
yellow	gelb



Fabric And Fiber Names

1. Reine Schurwolle	Pure new wool
2. Welle	Wool
3. Baumwolle	Cotton
4. Seide	Silk
5. Synthetisch	Synthetic
6. Kunst	Artificial
7. Leder	Leather
8. Hergestellt	Wash and wear





It's Your Turn To Play a Role

Here's your chance to play a role: first, as a shopper (Kaeufer); then, as a Salesperson (Verkaeufertin). You will need another person to take the other role. (Perhaps, you have a German acquaintance who will help you). Repeat the dialogue until you think you're ready to be recorded in an episode of "DOING IT IN DEUTSCHLAND" or until you feel comfortable enough to go into a German store and use what you have learned!

Kaeufer	Guten Tag!
Verkaeufertin	Guten Tag! Was darf es sein?
Kaeufer	Ich moechte bitte ein Hemd kaufen.
Verkaeufertin	Was fuer eine Groesse und Farbe?
Kaeufer	Meine Groesse ist vierzig und die Farbe soll weiss sein.
Verkaeufertin	Hier ist ein schoenes Hemd.
Kaeufer	Wieviel kostet es?
Verkaeufertin	Einhundertzwanzig Mark.
Kaeufer	Das ist sehr teuer (Das ist mir zu teuer).
Verkaeufertin	Hier, dieses Hemd kostet nur funfundfuenfzig Mark.
Kaeufer	Gut, das ist preiswert. Das nehme ich.
Verkaeufertin	Zahlen Sie an der Kasse.
Kaeufer	Wo ist die Kasse?
Verkaeufertin	Im Erdgeschoss.
Kaeufer	Vielen Dank. Auf Wiedersehen.
Verkaeufertin	Bitte schoen. Auf Wiedersehen.

Be sure that you know the meaning of the dialogue above. Circle the answer to each of the following questions.

- 1 — "Was darf es sein?" means? a) What would you like? b) May I help you? c) Would you like to ... ?
- 2 — When Germans use the word "Farbe", they are talking about: a) color b) slacks c) selection d) something else
- 3 — How would "einhundertzwanzig Mark" look written out in numbers? a) DM 1,20 b) DM 1,20,00 c) DM 120 d) DM 1.120
- 4 — "Teuer" means? a) large b) small c) expensive d) cheap
- 5 — "Erdgeschoss" refers to the a) first floor b) close the door c) ground floor d) something else

Was Gibt's?

Where would you go to buy the following things? Write the letter of the German store in the space provided. You may use information on page 5 if you need help.

- | | |
|---------------------|--------------------------------|
| A. APOTHEKE | _____ 1. a magazine |
| B. DROGERIE | _____ 2. a couch |
| C. EISENHANDLUNG | _____ 3. a pair of pants |
| D. KIOSK | _____ 4. prescription medicine |
| E. KLEIDERGESCHAEFT | _____ 5. a hammer and nails |
| F. MOEBELGESCHAEFT | _____ 6. room paint |

Was Ist Was?

Here is a chance for you to learn what is involved in shopping on the economy. Use the information on pages 2 through 5 to help you answer these questions.

1. Kurzer Samstag refers to _____
Langer Samstag refers to _____, which is the first Samstag of the month when stores are open until 1800 or 1830.

2. Refer to the "CLOTHING CARE" chart on page 3 and place the number for each correct symbol by its meaning.

- | | |
|---|--------------------------------------|
| a. _____ Drip dry, for best results hang while wet. | d. _____ Garment may be dry cleaned. |
| b. _____ Do not iron. | e. _____ Hand wash only. |
| c. _____ Do not bleach. | |



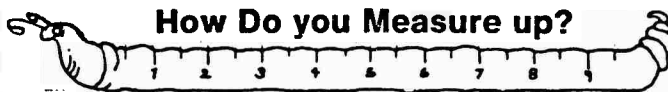
1. The steps for obtaining value-added tax relief below are out of order. Find the right sequence. Put a "1" next to the first step, a "2" next to the second step, and so on for all five steps.

- a. Take the invoice and check to the CMSF office; complete the necessary paperwork.
- b. Select what you want to buy and get an invoice at the store.
- c. Take the check, the purchase order and Abwicklungsgutschein to the merchant and pick up the goods.
- d. Purchase a DM certified bank check made payable to the CMSF.
- e. Ask the merchant to certify payment on the purchase order and return a copy of the purchase order to the CMSF office.

2. The price given for the following items include the Mehrwertsteuer (value added tax). How much would you save by getting the tax relief? How much would you have to pay the merchant? When you know the cost including the tax, you multiply the total cost by .115 (11.5%)

For example: ein Mantel = DM 200 (incl. Mwst.)
tax relief = DM 200 x .115 = DM 23
Price you pay = DM 200 + DM 23 = DM 223
Note: 13% of DM 177 = DM 23

Item	Price (Incl. Mwst.)	Tax Relief	Price You Pay
a. ein paar Schuhe	DM 110	_____	_____
b. Auto Reparaturen	DM 55	_____	_____
c. Herd	DM 429	_____	_____



To test your metric knowledge and knowledge of German words, circle the correct answer to each of these five questions. Use the information on page 4 if you need help.

1. Which of these is about the same size as Boondoggle's liter Kentine?
a. 1/2 gallon b. quart c. ounce d. centiliter
2. How much does Boondoggle's filled Rucksack weigh?
a. 10 kilograms b. 25 liters c. 50 grams d. 5 meters
3. How long is Strac Willie's Schirm?
a. 1 kilometer b. 10 inches c. 1 meter d. 5 liters e. long enough
4. If the temperature outside is 35 degrees celsius, what will Strac Willie be likely to wear?
a. Pelz Mantel b. Hemd and Hosen c. ski jacket d. bikini
5. What metric unit could be used to measure the length of their Zeit?
a. gram b. hour c. cellus d. liter e. centimeter

Shop For Yourself

Be prepared when you go shopping. Jot down the German sizes for yourself and your spouse, a parent or a friend of the opposite sex.

FEMALE

	SIZE
Bluse	_____
Kleid	_____
Hosen	_____
Schuhe	_____

MALE

	SIZE
Hemd	_____
Anzug	_____
Hosen	_____
Schuhe	_____



Check it Out: Can You Cope?

Answer the following questions:

1. Ted wanted to buy a pair of Bavarian-style walking pants.

- In what type of German store would he find them?
- He wears an American size 36. What German size should he try?
- He found a pair he liked. The label looked like this:

Reine Schur-Wolle



What fabric were the pants made of?

- How should Ted keep these pants clean?
- The price tag looked like this: DM 107.99. How much did the pants cost? Marks and Pfennigs
- How much Mehrwertsteuer (Value-added tax) was included in the price?
- If the exchange rate were \$1 = DM 2.30, how much did the pants cost in dollars (including the tax)?

2. Maria and Joe are going on a picnic. Help them to shop for what they need. They want ham and rolls for lunch.

- Where would they go to buy ham?
- What is the German word for ham?
- If they wanted about half a pound of ham, how many grams should they ask for?
- Where would they go to buy rolls?
- What is the German word for rolls?
- If they wanted to buy four rolls, how many should they ask for in German?
- If it is Saturday, June 19th, what is the latest time they could go shopping for their picnic food?



Answers

It's Your Turn To Play A Role: 1.a.2.a.3.c.4.c.5.c. • Was Gib's 1.d.2.f.3.E.4.A.5.C.6.B. w. Air You Ready To Save DM's 1.a.3.b.1.c.4.d.2.a.3.f.a.DM12.65 and DM 97.35;b. not eligible for tax relief and DM 55; c.DM 49.34 and DM 379.84. • How Do You Measure UP? 1.b.2.a.3.c.4.b.5.a. • Check It Out: Can You Cope? 1.a.Kleidergeschäft or Kaufhaus;b.48;c.Pure new wool;d.dry clean only; do not wash;a.107 mark and 99 pfennig 1.11.5% of DM 107.99=DM12.42;g \$46.95 2.a.Metzger;b.schlachten;c.250 grams;d.Beckerole;e.Brötchen;d.vierg.before 1:00 p.m. • Was ist Was? 1. Short Saturday, Long Saturday;2.a.3.b.1.c.5;d.2.a.4.3.1.50;2.38;3.40;4.38;5.42;6.37.

Cut Here

THE COPING CONTEST

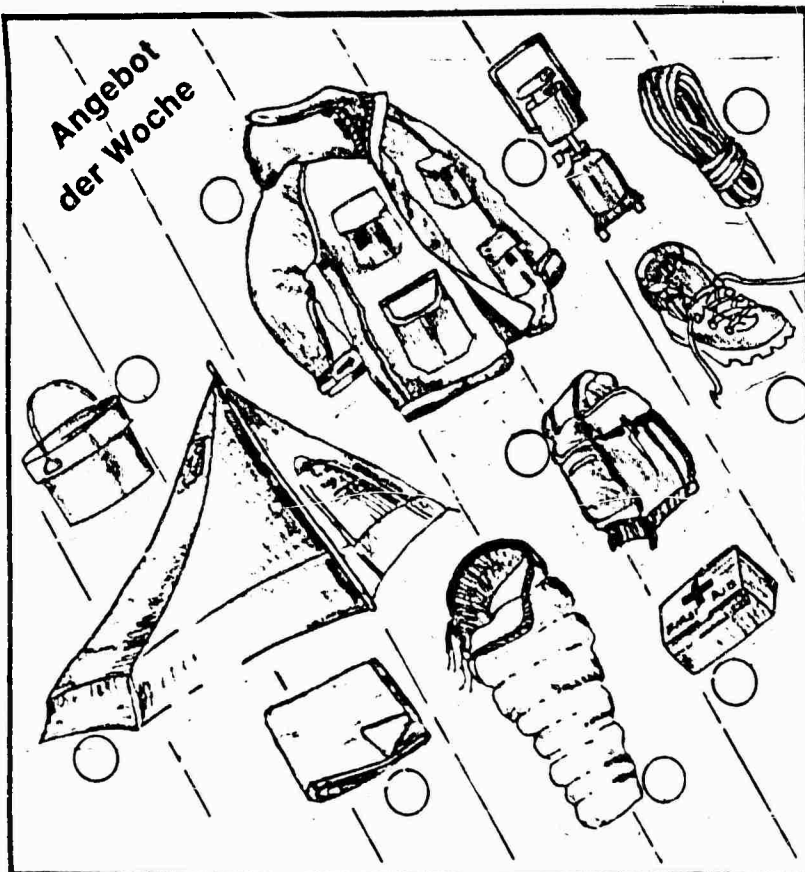
Contest Rules

- Listed below in the Shopping List are the German words for the items Strac, Zap, Boondoggle, and 7/11 bought for their mission.
- All of these items are pictured in the advertisement at the left.
- Find the German word for each item and put its letter in the circle next to its picture.
- Listen to the radio program "The Goods to Go" to find the answer to these two questions:
 - How many tents did they buy?
 - What color jacket did Chester buy?

SHOPPING LIST

- | | |
|---------------|-------------------|
| a. Zelt | f. Decke |
| b. Topf | g. Seil |
| c. Bratpfanne | h. Lampe |
| d. Schlafsack | i. Verband Kasten |
| e. Rucksack | j. Jacke |

- Answer the questions on page 8 in "Now-Give Us a Piece of Your Mind."
- Write your name, rank and mailing address in the spaces provided.
- Cut out the contest form. Fold on the dotted lines so that the ARI address is on the front. Staple or tape closed in one place.
- Drop in any APO mail box. No stamp is needed.
- Ten T-shirt winners and 250 button winners will be drawn from the contestants who have all answers correct and have completed "Now-Give us a Piece of Your Mind."
- To be eligible, entries must be received not later than two weeks from the date of the last AFN broadcast of "The Goods To Go."

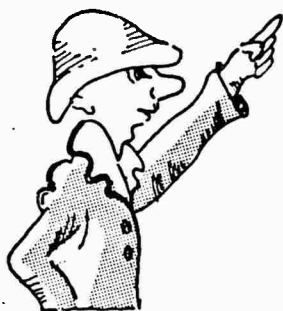


Word Search Puzzle

Directions:

1. Look in the diagram of letters for the German words for each type of clothing in the word list. Find them by reading FORWARDS and DOWN.
2. Each time you find a word in the diagram, circle it and cross it off the word list. The first word is done for you (shirt in German is Hemd).
3. You may use the information on the previous pages and a German-English dictionary.

(Answers will appear in DOING it in DEUTSCHLAND #5)



ROCKANJELHR
SCHLAFANZUG
SHLEIMCOUTU
CLRIBAKSRHE
HEMD OSETTER
IVATATTRSIT
RENSCHMUCKE
MRTCROAMHRL
ZOEHISTPAAR
OBLUSEPFLWE
RETHANMQTAN
STIEFELRLTO
ETRICKSIKTV
HANDSCHUHET

WORD LIST

1. shirt
2. trousers
3. jacket
4. shoes
5. blouse
6. skirt
7. dress
8. coat
9. sock
10. tie
11. belt
12. hat
13. umbrella
14. gloves
15. scarf
16. boot
17. pajamas
18. robe
19. jewelry

THIS PROGRAM ...

This program has been brought to you by The Human Resources Research Organization (HumRRO) under contract to The Army Research Institute (ARI).
The Life Coping Skills in USAREUR Project staff:

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Narrator — Josephine Perkins
Dr. Zap — George Waller
Strac Willie — Richard L. Miller
Chester Boondoggle — Benjamin Laure
7/11 — Janice Glidden
Contact — Lilburn Dawson

Recording & mixing by
Wolfgang Gareis

Cut Here

8

NOW GIVE US A PIECE OF YOUR MIND!!

When did you listen to THE GOODS TO GO?

1st time

(Day)

(Time)

2nd time

(Day)

(Time)

Where did you listen to THE GOODS TO GO?

— barracks

— in class (specify: _____)

— home

— on duty (in the _____)

— LRC

— other (specify: _____)

Check all of the words below which tell what you thought of the program, THE GOODS TO GO.

- | | | | | |
|---------------|----------|---------------------|-------------|------------|
| — interesting | — stupid | — didn't understand | — fun | — useless |
| — boring | — funny | — too long | — too short | — dull |
| — helpful | — useful | — fantastic | — good | — terrific |

If you didn't listen to the program, why didn't you?

Which of the following activities did you do in this newspaper? What did you think of the activities? Check the activities you completed. Circle the rating you'd give the activity.

Check the activities you did

	Awful	Okay	Good	Great
— Super Schnupper (p.1)	1	2	3	4
— It's Your Turn to Play a Role (p.6)	1	2	3	4
— Was Gibt's? (p.6)	1	2	3	4
— Are You Ready to Save DM? (p.6)	1	2	3	4
— How Do You Measure Up? (p.6)	1	2	3	4
— Was Ist Was?	1	2	3	4
— Shop for Yourself (p.6)	1	2	3	4
— Check It Out: Can You Cope? (p.7)	1	2	3	4
— Coping Contest (p.7)	1	2	3	4
Word Search Puzzle (p.8)	1	2	3	4

What did you like least about the program and activities?

NAME _____ RANK _____

MAILING ADDRESS _____

Unit

APO



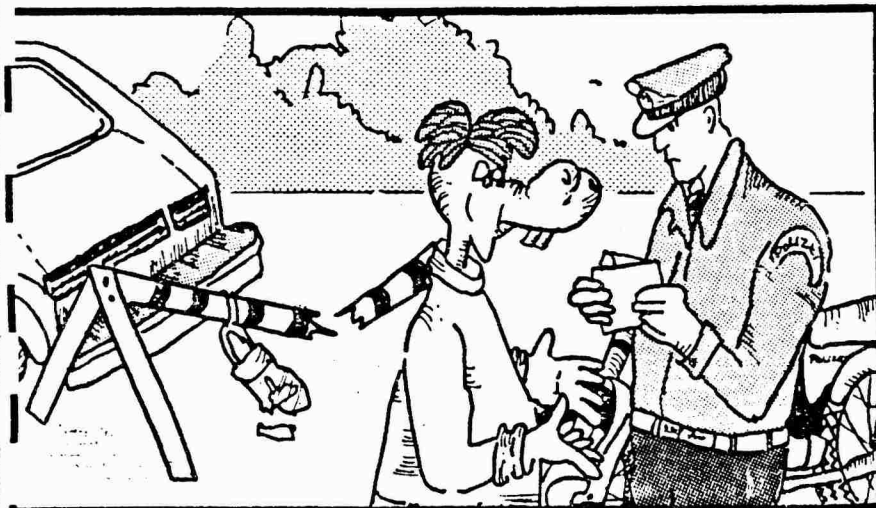
POSTAGE AND FEES PAID
DEPARTMENT OF THE ARMY
DoD-314

ARI Field Unit
c/o DCSPER, HQ USAREUR
APO 09403

ARI Field Unit
c/o DCSPER, HQ USAREUR
APO 09403

'Doing it in Deutschland' ~ 5

WHAT'S it ALL ABOUT



THE SOFA SAGA

This week's episode of "DOING IT IN DEUTSCHLAND" presents some of the legal aspects of situations encountered by USAREUR personnel living in Germany. Each program of the "DOING IT IN DEUTSCHLAND" series gives you information about a different IT. Some of her program topics include: Using public transportation, living out on the economy, using military community resources (including a Directory of USAREUR Services) and shopping on the economy. If you have missed the AFN broadcasts and the Stars and Stripes inserts for these programs, you can catch up on them at your Learning Source Center. Then, you can join us in "DOING IT IN DEUTSCHLAND."

YOU MAY WIN THIS CONTEST!

Maybe you've noticed a few T-shirts or buttons picturing Strac Willie, Chester Boondoggle and Dr. Zap "DOING IT IN DEUTSCHLAND." If you haven't become familiar with these characters yet, this is your chance. You can win your own T-shirt or button by entering the Copping Contest. Read the contest rules on page 7 to see how to enter, listen to the AFN broadcast and complete the contest activity. You may be one of ten T-shirt winners or one of the 250 persons who wins a button. Join the other winners "DOING IT IN DEUTSCHLAND."

Schedule of AFN Broadcasts

THE SOFA SAGA

AN INSIDE LOOK

Are you wondering what Strac, Zap and Boondoggle will be getting into in this episode? Here's an inside look. Refer to the Schedule of AFN Broadcasts and listen to their experiences in dealing with the legal aspects of living in Germany. Then complete the following pages so that you'll know where you stand under the SOFA.

STRAC WILLIE

Once again Strac Willie embarks on an important mission for "Contact." This adventure takes the agents outside Germany into Holland in an attempt to intercept a smuggling ring. Strac must be prepared for such a mission and this includes learning how to register his 008 umbrella.

DOCTOR ZAP

For Dr. Zap a mission outside Germany provides another opportunity to try out his skills and, of course, to utilize his ever-ready satchel. Dr. Zap's knowledge about how to register POVs and other legal matters does come in handy, but he still seems to have a little difficulty keeping everything organized in his satchel.

CHESTER BOONDOGGLE

Chester is getting in on the action for this mission. First, he has to study the driver's manual in order to get his license. As usual, he's in charge of supplies for the trip. However, this time he has an added responsibility as driver. This leads to some unexpected experiences including interaction with the Polizei.

KNOW WHERE YOU STAND UNDER THE SOFA

The NATO Status of Forces Agreement (SOFA) defines the legal status of the American Armed Forces in Germany and other NATO countries. It sets forth the rights, privileges and responsibilities of the U.S. Forces, and of individual members of U.S. Forces, including civilian employees and family members of both military and civilian personnel. SOFA governs the relationship between the U.S. and foreign countries in matters of criminal jurisdiction, passports and visa regulations, and other civil and legal matters.

Separate articles in this supplement describe what SOFA means to you. They are not comprehensive and are meant only to provide general information. If you need specific information or advice on any of these matters concerning SOFA or German law, go to an expert. See your legal assistance officer.

PLAYING THE NUMBERS — LEGALLY

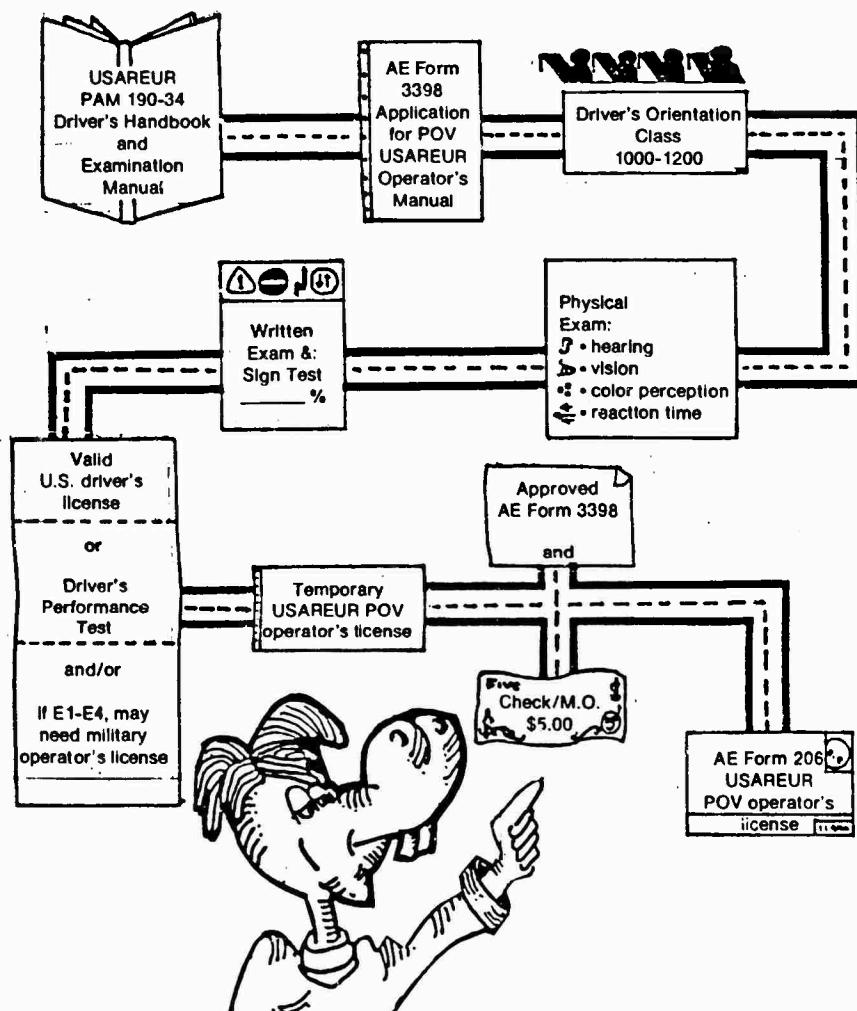
Many laws, rules and regulations involve numbers. In THE SOFA SAGA, you will learn some of these. See how many you already know. Use the following numbers:

.6 .79 1 1.2 5 25 31 50 98 100 110 200

- ____ a. The maximum speed within built-up areas in kilometers per hour (km/h).
- ____ b. The number of milligrams of blood alcohol per each millimeter of whole blood which will result in suspension of your driver's license for 90 days.
- ____ c. The maximum dollar value of each bona fide gift you may send through the APO duty free.
- ____ d. The fee for registering a POV, obtaining a driver's license or registering a firearm.
- ____ e. To change kilometers per hour (km-h) to miles per hour (mph), you multiply by this number.
- ____ f. The phone number for the military police.
- ____ g. How many cigarettes can you bring into Germany duty free.
- ____ h. How many liters of alcoholic beverage may you give a German as a gift (not more than once a month).
- ____ i. How many meters away from your vehicle you should place your warning triangle on a two lane highway.
- ____ j. The German civilian emergency call phone number.
- ____ k. A service member can't take leave outside of Germany without this form.
- ____ l. The number of times a person can be tried for the same crime.

As you work through the following pages, you will find all of the correct numbers. Check the ones you've already written and write in the others as you come across them. Then you can look at the correct answers on page 7.

Your Path To A POV Operator's License



Speed Kills

Army records show that in most fatal automobile accidents, the driver was speeding. Not only do people exceed posted speed limits, but they, also, drive too fast for road conditions.

Germany has two types of speed limits. You may see posted speed limits for 30 km/h, 50 km/h, 80 km/h, 100 km/h, etc. Often, however, limits that apply to certain types of highways and vehicles are not posted. For example, in cities, towns, and villages, the speed limit for cars is 50 km/h or 31 mph, unless posted otherwise. Outside built-up areas the limit is about 100 km/h or 62 mph. Remember that these speed limits are for clear weather and road conditions. An exception is when you see the sign "Bei Naesse" posted with a speed limit. This is the speed limit when the road is wet.

Roads which have no speed limit, but still require common sense, caution and alertness are autobahns. Often the recommended speed limit is posted. It may read "90-110 km" or "Nicht schneller 130 km/h."

If you have an American car, the odometer is calculated in miles per hour (mph). In Europe, speed is calculated in kilometer per hour (km/h). Here are two quick conversion formulas for changing miles to kilometers and kilometers to miles.

KM/H to MPH:

Multiply the km/h by .6 and drop the last digit of the answer.

Example: 90 km/h x .6 = 54.0 mph.

MPH to KM/H:

Multiply miles by 1.6 and drop the last digit.

Example: 90 mph x 1.6 = 144.0 km/h.

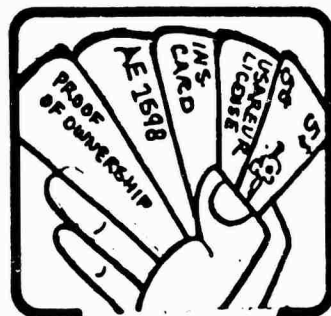
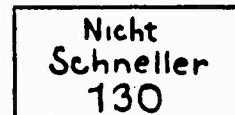
Speed limit: This sign with black numbers on a white background bordered with red indicates the maximum speed.



Recommended speed: This sign recommends that, with favorable road conditions, traffic, visibility and weather, you select a speed within those indicated. This sign has white numbers on a blue background and is seen on the autobahn.



Autobahn sign which advises drivers to drive not faster than 130 km/h.



POV REGISTRATION

A POV (privately owned vehicle) is a car, truck, trailer or other type of vehicle. Regardless of the kind of vehicle, it must be registered with the USAREUR Registry of Motor Vehicles. The picture shows what materials are needed to register your POV. USAREUR Regulation 190-1 and USAREUR Pamphlet 190-34 describe the procedures you should follow. Or consult your local MPs or the Registry of Motor Vehicles.

To register a POV, you will need: 1) proof of ownership, 2) AE Form 1598, with proof of vehicle inspection, 3) double white Insurance card, 4) USAREUR driver's license, and 5) \$5 registration fee. You will receive your AE Form 89 Registration, license plates and expiration date decal.



One of the most serious offenses under both German law and the Uniform Code of Military Justice (UCMJ) may be called driving under the influence of alcohol, or driving while intoxicated (DWI), or driving impaired. Whatever it is called, when you get right down to it, mixing alcohol with driving can result in severe consequences. These can include, but not be limited to: conviction and imprisonment for serious criminal charges, and/or discharge from the Army. Penalties can also be costly in situations where no one is killed or hurt: suspension of driver's license, stiff fines, potentially severe legal action, cancellation of insurance coverage or greatly increased insurance premiums, along with administrative action taken by military commanders. The most dire consequences are to your safety and that of others. Injury or death often result from DWI accidents.

Much has been said about the amount of alcohol a person can drink before becoming drunk or legally under the influence. There are many differences among individuals in terms of the amount of alcohol that can be drunk before becoming intoxicated. Such things as health, weight, physical stamina, time since last meal, drinking experience, etc. affect a person's tolerance. In Germany you are considered to be under the influence if your blood alcohol level is 79 mg. or greater. This will result in suspension of your license for 90 days. A blood alcohol level of 10 milligrams or more per 100 milliliters of whole blood will cause your license to be revoked for at least one year. Remember, too, that when you obtained your USAREUR driver's license, you gave your implied consent to a blood alcohol test upon the request of German or military police personnel. You are the person who can do something about you, alcohol and driving. It's your responsibility. The license or the life you live may be your own!

EMERGENCY PHONE NUMBERS



from Your Local Military Phone

Military Police	98
Military Ambulance	97
Military Fire	95
German Emergency (Notruf)	(99) 110
German Fire (Feuerwehr)	(99) 112

from Your Local Civilian Phone

Military Police	(Mil. access #) 98
Military Ambulance	(Mil. access #) 97
Military Fire	(Mil. access #) 95
German Emergency (Notruf)	110
German Fire (Feuerwehr)	112

IN CASE OF ACCIDENT . . .

Every driver faces the possibility of being involved in an accident. It might be just a fender bender, a one or two car collision in which no one is hurt, or a fatality. The time to learn what to do in the event of an accident is NOW. As a driver involved in an accident, your responsibilities are to:

- A. Stop immediately.
- B. Determine the extent of damage.
- C. Take the following steps for traffic safety: 1. (Minor damage) Move vehicles to side of road. 2. Put out your "Warning Triangle" at least 100 meters away from the scene to warn oncoming traffic (200 meters on the Autobahn).
- D. Assist injured persons and call for medical help and ambulance, if required. Do not move seriously injured persons (unless absolutely necessary). Give first aid to control bleeding. Remember, you must carry a first aid kit at all times. Keep person warm to control shock.
- E. Get names and addresses, driver's license and vehicle registration numbers of other driver(s).
- F. Remain at the scene of the accident until those persons involved or injured determine the identity, vehicles and nature of involvement of each individual concerned.
- G. Do not remove evidence until the necessary factual determinations have been made.
- H. Make a sketch of the scene, measure skid marks and, if possible, take photographs.
- I. Promptly complete the accident report form provided by your insurance company.
- J. Do not drink any alcoholic beverages for at least six hours after the accident. (To protect yourself from allegations of being drunk when the accident occurred.)

Fleeing the scene of an accident is a serious offense under both German law and the Uniform Code of Military Justice. Only under the following circumstances may you leave the scene. In cases of minor accidents involving you and a parked unattended vehicle, you must make an effort to contact the owner/driver of the vehicle you hit. For example, if the vehicle is parked in a residential area, knock on doors and ask about the owner of the vehicle. Remain at the scene for a reasonable length of time. The owner may return soon. Then, after making every effort to contact the driver of the car, leave a note on the windshield, identifying who you are and how you can be contacted. Make a note of the damage you caused, and, if there were witnesses, get their names and addresses. Finally, report the accident to the police.

If you have an accident, call the police and the police do not arrive, get the name, address, license plate number, driver's license number and insurance information of the other driver. Estimate property damage and, most importantly, if other parties are involved, make sure they agree to your leaving.

If there is no other means of getting police or ambulance assistance, you can leave to call or take an injured person to the hospital. You should then return to the scene of the accident.

HAVE DOCUMENTS, WILL TRAVEL

Last winter a soldier had to leave a ski bus at the German border and return to his unit by train. He had forgotten his DA Form 31. A family was not able to proceed on its vacation trip because they did not have their green insurance card. When you travel to other European countries, be prepared. Be sure you have the following documents in your possession. Some or all of them are required by particular countries.

1. Request and Authority for leave (DA Form 31) or;
 2. Temporary duty orders (DD Form 1610) or;
 3. Passport with visas as required by some countries
- If you drive a car across European boundaries, be sure you have:
1. Title
 2. Registration
 3. Insurance (green card)
 4. International Driver's License (required for some countries)
 5. Identification card

A valid U.S. passport is normally all that is required of U.S. Forces family members and DOD civilians. But some countries require a visa as well. Before traveling to other countries, find out what is required crossing into their boundaries.

The Green And White: Die Polizei

It's not long before the newcomer to Germany is able to recognize the green and white vehicles of the police or Polizei. Most of us will spend our entire tour here without needing to say more than "Guten Tag" to a German police officer. But, if you are involved in a situation of a more serious nature, you should be prepared to act appropriately.

German police have authority over service members, civilian employees and the family members of both. Your relationship to the German Polizei is much the same as it is to the police in your home town. Under the Status of Forces Agreement (SOFA), German police can arrest Americans. They may search, seize, fingerprint and take blood samples. If you are a service member, they may detain you until you are released to U.S. military authorities. If you are a civilian, they may detain you in a local jail.

If You Are Arrested Or Detained By The German Police

1. Do not resist them.
1. Be polite and cooperative.
3. If you are a service member, show them your Legal Status Card (AE Form 3017). Point to the portion in German that requests that your unit commander or military police be notified.
4. Identify yourself with your ID card. Carry it at all times.
5. Cooperate with the police, but be cautious about what you say. What you say can be used as evidence against you later.

If You Are Accused Of A Crime

The key to the legal status of an American in Germany accused of a crime is JURISDICTION. Whether a person is tried by military court-martial or in a German court depends on which country has legal authority or jurisdiction. For offenses that are punishable only under the Uniform Code of Military Justice (UCMJ) military authorities have exclusive jurisdiction (e.g., AWOL, disobeying on order, etc.). German authorities have jurisdiction when their country's laws have been violated, such as in customs violations or traffic offenses. In some cases there is concurrent jurisdiction where a service member could be subject to either German or military authorities. German authorities have exclusive jurisdiction over civilian employees and family members of military or civilian personnel.

The Army has primary jurisdiction over its members in:

- offenses against the property or security of the United States,
- offenses committed in performance of official duty, and
- crimes against persons or property of another U.S. service member, a civilian employee or a family member.

In all other offenses, German authorities have primary jurisdiction and, if convicted, a person could be confined to a German prison. In some instances, German authorities can waive jurisdiction, or U.S. officials can request that the case be turned over to them.

The SOFA also provides safeguards for your rights as a service member, civilian employee of the military or family member of either. If you are arrested by the German police you have the right to:

- be accorded a prompt and speedy trial.
- be informed in advance of the trial of charges against you
- be confronted with the witnesses against you
- compel the appearance of witnesses in your favor
- have legal counsel of your own choice for defense

- have a representative of your own government present at the trial (when rules of the court permit).
- be presumed innocent until guilt is established beyond reasonable doubt.
- not be tried twice for the same crime (double jeopardy). A soldier cannot be tried for the same crime by both German and military courts.
- have the services of a competent interpreter.
- have an American trial observer.
- payment by the U.S. government of counsel fees and court costs, but not fines, in serious cases involving service members (not civilian employees or family members).



If You Need Legal Assistance

Lawyers in the United States perform many functions. The Office of the Judge Advocate General (JAG) offers many of these same services through the Claims Section, Administrative Law Section and the Legal Assistance Office. The Legal Assistance Office offers aid to U.S. Forces personnel including service members, civilians and their family members.

You can find help at your Legal Assistance Office for the following matters: Personal agreements/disagreements, domestic relations, divorce, separation, child custody, non-support of dependents, personal finance, debts, taxes, consumer guidance, contractual agreements/disagreements, powers of attorney, citizenship, immigration, naturalization, personal and civil rights, wills, German law and listings of English-speaking German lawyers.

IN and OUT

- IMPORT:** To bring merchandise into one country from another country.
- EXPORT:** To take merchandise out of one country into another country.

German law usually requires the payment of customs duty on imported and exported items. However, under the NATO Status of Forces Agreement (SOFA) all members of the US Forces, the civilian component and their family members are exempt from German customs duty on importation or exportation of furniture, automobiles and other goods intended for personal use.

There are two ways you can import items into Germany. If you know exactly what you're going to buy, complete USAREUR Customs Form AE 2075 before you leave Germany. When you are crossing back into Germany with purchases made in another country, this form will exempt you from paying customs duty. Or you may have the merchandise shipped to Germany by the shop where you make the purchase. Complete your AE 2075 when you return to Germany, present it to the German authorities when you are notified that your goods are here. They will release your shipment to you duty free.

You should be aware that you will need an AE Form 2075 for each shipment and that violation of customs laws or regulations are grounds for judicial action by German or US Forces authorities. If you are not sure at what to do in particular situations, check with the 42nd Military Police Customs Office.

Some items are limited in the amounts which may be imported. Additionally, these items may be imported/exported not more than twice a month. The table below shows the allowable amounts:

Cigarettes	200 (import) 600 (export)
Other tobacco products	250 grams (import) 500 grams (export)
Coffee	500 grams
or pure coffee extracts	125 grams
or mixed coffee extracts	250 grams

Tea	500 grams
Wines and spirits	2 liters (import) Reasonable quantities not deemed sufficient for trading purposes (export)
Cocoa	500 grams
Chocolate or chocolate products	500 grams

Transfer Of Goods: Legal Or Illegal?

Have you ever wanted to give your German landlord a bottle of scotch as a gift? Do you have some American friends who are not associated with the military who love to get their favorite U.S. brands from the commissary? Have you ever considered giving a carton of cigarettes to someone in a foreign country as payment for services? Well, only in the first instance would the transfer of goods be legal.

IT IS ILLEGAL TO:

- sell, trade or give away ANY commissary items to anyone not authorized commissary privileges.
- to pay for services rendered by Germans or other unauthorized persons with cigarettes, liquor or other rationed items.
- sell any items bought in US Forces facilities without authorization by the customs officials.
- give as gifts any rationed items in quantities greater than the following:
25 cigarettes or 10 cigars or 2.1 oz. smoking tobacco.
17.6 oz. coffee or 4.4 oz. instant coffee.
4.4 oz. tea or 1.75 oz. instant tea.
one bottle alcoholic beverage not more than 1.2 liters.

If you want to sell a non-expendable item, such as a car, refrigerator, or stereo, to a person not authorized under the SOFA, you may IF you meet the following requirements:

1. You must have been in possession of the goods for at least six months.
2. You must obtain prior approval of US military and German customs authorities. Do this by submitting AE Form 2074 (Permit to Transfer) to the 42nd MP Detachment.



In Your Absence: Power Of Attorney

SGT Conners' son is going to a day camp. He must have a power of attorney which will permit day camp personnel to authorize medical care.

PFC Whiroker is PCSing. He needs power of attorney which will allow his buddy to sell his car for him.

CPT Peters will be an extended TDY. He wants a general power of attorney for his wife to be able to conduct all his affairs while he is gone.

Service members and civilian personnel may obtain a POWER OF ATTORNEY which gives another person the legal power to do almost anything the individual can do on his/her own. For example, a power of attorney can be given to permit another person to sell or buy property in your name; to register, ship or otherwise deal with your automobile; to sign for and/or clear your quarters; to authorize medical treatment for your family members. In some instances, you may wish to give someone a general power of attorney to conduct all of your affairs. This should be discussed with an advisor at the Legal Assistance Office (LAO) first.

To obtain a power of attorney, go to your local LAO. Check their hours of operation and find out if an appointment is necessary. You will complete an AE Form 573 for a general power of attorney or one of the series of AE Form 16185 for special powers of attorney. The form will be executed by an authorized individual. If you have questions about powers of attorney, ask at your LAO or consult AR 600-11.

On The Road

Pages 2 and 3 contain a lot of information about operating a privately owned vehicle in Europe. See how much you remember.

A. To get a POV operator's license, you must pass several exams. These are:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____

(If you don't have a valid US license)

B. To register a POV for the first time, you need the following items:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

C. Write a statement which might serve as your personal rule regarding driving and alcohol.

D. What two items are required in all POV's so that they can be used in case of an accident?

1. _____
2. _____

E. If you had a car accident while traveling in a part of Germany with US military installations, what number would you call for the police or an ambulance?

F. The personal and POV documents required for entry in other European countries are the same for all countries. True or False



KM/H

MPH

When you are driving, you won't be able to use a pencil and paper or a calculator to convert from kilometers per hour to miles per hour and vice versa. Try to do these conversions in your head. Use the formulas on page 2.

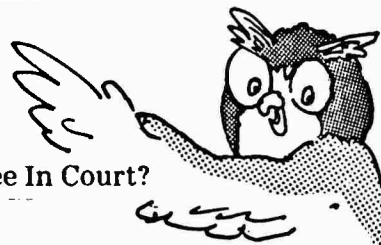
- a. 100 km/h = _____ mph
- b. _____ km/h = 100 mph
- c. 50 km/h = _____ mph
- d. _____ km/h = 75 mph
- e. 40 km/h = _____ mph

LEGALESE

It seems that lawyers have a language all their own. Write the letter of the correct meaning in front of the numbered words below.

- | | |
|----------------------------|------------------------|
| _____ 1. Power of Attorney | _____ 6. SOFA |
| _____ 2. Jurisdiction | _____ 7. UCMJ |
| _____ 3. Customs Duty | _____ 8. Import |
| _____ 4. Bona Fide | _____ 9. Custody |
| _____ 5. Implied Consent | _____ 10. Black Market |

- a. To bring merchandise from one country into another country.
- b. A tax or fee charged for bringing goods from one country into another country.
- c. A legal document which allows another person to act in your place.
- d. Illegal transfer of goods; for example, selling rationed items to non-authorized people.
- e. The NATO agreement which defines your legal status while stationed in Germany.
- f. Legal authority over
- g. True, real, authentic
- h. The laws and regulations of the US Armed Services.
- i. Being held or detained by the police.
- j. Agreement or permission given as in agreeing to submit to a blood alcohol test when you get a USAREUR POV license.



Who Will You See In Court?

Who has exclusive or primary jurisdiction (legal authority) in each of the following cases? Put an X under German or Military.

German/Military

1. A soldier has been AWOL for three days.
2. The daughter of a sergeant has been accused of shoplifting at a German department store.
3. Two GIs beat up a German at a bar.
4. A GS-9 DoD civilian ran a red light.
5. A PFC fled the scene of an accident.

Legal or illegal?

Read each statement. Think about customs regulations. Mark whether it is legal or illegal.

Legal Illegal

1. To import two pounds of coffee into Germany.
2. To give a German friend a carton of cigarettes as a present.
3. To sell a stereo bought at AAFES and owned less than 6 months to a local national.
4. To give your landlord steaks bought at the commissary.
5. To give your landlord steaks bought at AAFES-Foodland.
6. To mail your mom's favorite tea which you bought at the commissary to her through the APO.
7. To mail \$950 worth of personal belongings to the U.S. duty free when you PCS.
8. To send three bona fide gifts worth \$23, \$15 and \$18 in one box duty free.



SEND A BONA FIDE GIFT

Complete the numbered sections of the PS Form 2966A below as if you were mailing a gift of one lambswool scarf from England to your mother, sister or girlfriend. The sweater is worth less than \$25.00.

PARCEL POST CUSTOMS DECLARATION—UNITED STATES OF AMERICA

1. SENDER'S INSTRUCTIONS DISPOSITIONS DE L'EXPEDITEUR		QTY	DETAILED LIST OF CONTENTS (Type or Ballpoint)	VALUE (U.S. \$)
If item is undeliverable: <i>Au cas de non-livraison:</i> <input type="checkbox"/> Return to sender. (Sender guarantees return charges.) <i>Renvoyé à l'origine.</i> <input type="checkbox"/> Forward to: <i>Réexpédié à:</i> _____ <input type="checkbox"/> Abandon. <i>Abandonné.</i>		3	4	
The undersigned certifies that the particulars given in this declaration are correct and that this item does not contain any dangerous article(s) prohibited by postal regulations.				
Signature _____ Date _____				
Weight (pounds) _____ Postage _____				
Ins. _____ or _____ \$ _____				
Clerk's Initials _____ Insured Value (U.S. \$) _____				

PS Form 2966-A, July 1981

FRACTURED PHRASES

The arrangement of the letters and pictures in each box represents a phrase. For example, the letters in the first box suggest the phrase "Swear under oath" because the word "SWEAR" is under the word "OATH." Try to solve the other boxes. The answers are on page 7.

1. OATH SWEAR	2. trouGible	3. I EX AM	4. Z Y A B C D E F G H I J K L M N O P Q R S T U V W X Y Z	5. JEOPARDY JEOPARDY
6. TOXI driving CATED	7. F I C E N S E	8. LIVING	9. crimiSELFnation	10. K 9 U

THIS PROGRAM ...

This program has been brought to you by The Human Resources Research Organization (HRRRO) under contract to The Army Research Institute (ARI)

The Life Coping Skills in USAREUR Project staff:

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Dr. Zap — George Waller
Strac Willie — Richard L. Miller
Chester Boondoggle — Benjamin Laure
7/11 — Janice Clidden
Contact — William A. Marsh

Recording & mixing by
Wolfgang Gareis

Cut Here

8

NOW GIVE US A PIECE OF YOUR MIND!!

When did you listen to THE SOFA SAGA?

1st time

(Day)

(Time)

2nd time

(Day)

(Time)

Where did you listen to THE SOFA SAGA?

— barracks

— in class (specify: _____)

— home

— on duty (in the _____)

— LRC

— other (specify: _____)

Check all of the words below which tell what you thought of the program, THE SOFA SAGA

— interesting

— stupid

— didn't understand

— fun

— useless

— boring

— funny

— too long

— too short

— dull

— helpful

— useful

— fantastic

— good

— terrific

If you didn't listen to the program, why didn't you?

Which of the following activities did you do in this newspaper? What did you think of the activities? Check the activities you completed. Circle the rating you'd give the activity.

Check the activities you did

Rating

Awful

Okay

Good

Great

— Playing the Numbers (p.1)

1

2

3

4

— On the Road (p.6)

1

2

3

4

— KM/H — MPH (p.6)

1

2

3

4

— Legalese (p.6)

1

2

3

4

— Who Will You See in Court? (p.6)

1

2

3

4

— Legal or Illegal? (p.6)

1

2

3

4

— Send a Bonafide Gift (p.6)

1

2

3

4

— Check it Out: Can You Cope? (p.7)

1

2

3

4

— The Coping Contest (p.7)

1

2

3

4

— Fractured Phrases (p.8)

1

2

3

4

What did you like best about the program and activities?

What did you like least about the program and activities?

NAME

RANK

MAILING ADDRESS

Unit

APO



POSTAGE AND FEES PAID
DEPARTMENT OF THE ARMY
DOD 314

ARI Field Unit
c/o DCSPER, HQ USAREUR
APO 09403

ARI Field Unit
c/o DCSPER, HQ USAREUR
APO 09403

APPENDIX D

Demographic Variable Items

(Programs #1-5)

Last 4 SSA # _ _ _ _

Program #

What is your grade?

_____ (1) E1

_____ (2) E2

_____ (3) E3

_____ (4) E4

_____ (5) E5

What is your duty MOS? _____

How old are you? _____ years

What is your sex?

_____ (1) Male

_____ (2) Female

What is your racial/ethnic background?

_____ (1) Asian-American

_____ (2) Black (Negro)

_____ (3) Native American (American Indian)

_____ (4) Spanish surname (Hispanic)

_____ (5) White

_____ (6) Other

How long have you been in Germany? _____ months

Where do you live?

_____ (1) barracks

_____ (2) U.S. housing area

_____ (3) on the economy

Are you a high school graduate?

_____ Yes _____ No _____ highest grade completed

APPENDIX E

USAREUR Experience Items

for

Pilot Program

How many times in the past month have you used a public German bus?

- _____ (1) 0
- _____ (2) 1-2
- _____ (3) 3-4
- _____ (4) 5-8
- _____ (5) 9-12
- _____ (6) 13-16
- _____ (7) 17-20
- _____ (8) more than 20

If you used public German buses 4 times or less during the past month, why do you rarely use this form of transportation? Mark all of the choices below that are true for you.

- _____ (1) I have a car.
- _____ (2) There are no public buses in this community.
- _____ (3) I don't know how to use public German buses.
- _____ (4) I walk to the places I need/want to go to.
- _____ (5) I take U.S. military transportation.
- _____ (6) I hitch hike where I need to go.
- _____ (7) I ride with friends where I need to go.
- _____ (8) German buses cost too much to use.
- _____ (9) Other reason(s). Please write your reasons:

How many times in the past month have you used a public German streetcar (Strassenbahn)?

- _____ (1) 0
- _____ (2) 1-2
- _____ (3) 3-4
- _____ (4) 5-8
- _____ (5) 9-12
- _____ (6) 13-16
- _____ (7) 17-20
- _____ (8) more than 20

If you used public German streetcars 4 times or less during the past month, why do you rarely use this form of transportation? Mark all of the choices below that are true for you.

- _____ (1) I have a car.
- _____ (2) There are no streetcars in this community.
- _____ (3) I take the public German bus where I need/want to go.
- _____ (4) I don't know how to use the streetcar.
- _____ (5) I walk to the places I need/want to go to.
- _____ (6) I take U.S. military transportation.
- _____ (7) I hitch hike where I need to go.
- _____ (8) I ride with friends where I need to go.
- _____ (9) German streetcars cost too much to use.
- _____ (10) Other reason(s). Please write your reasons:

How many times in the past month have you taken a taxi?

- _____ (1) 0
- _____ (2) 1-2
- _____ (3) 3-4
- _____ (4) 5-8
- _____ (5) 9-12
- _____ (6) 13-16
- _____ (7) 17-20
- _____ (8) more than 20

If you have taken a taxi 2 times or less during the last month, why do you rarely use this form of transportation? Mark all of the choices below that are true for you.

- _____ (1) I have a car.
- _____ (2) I don't know how to use a taxi.
- _____ (3) I take a bus or streetcar where I need/want to go.
- _____ (4) I take U.S. military transportation.
- _____ (5) I hitch hike where I need to go.
- _____ (6) I ride with friends where I need to go.
- _____ (7) Taxis cost too much.
- _____ (8) Taxi drivers try to "rip you off."
- _____ (9) Other reason(s). Please write your reasons:

How often have you traveled on the German Federal Railway (train) since you have been in Germany?

- _____ (1) Never
- _____ (2) 1-2
- _____ (3) 3-4
- _____ (4) 5-10
- _____ (5) 11-15
- _____ (6) 16-20
- _____ (7) 20-25
- _____ (8) more than 25 - How many times? _____

If you have used the train 4 times or less since you have been in Germany, why do you rarely use this form of transportation? Mark all of the choices below that are true for you.

- _____ (1) I have a car.
- _____ (2) I don't want to travel.
- _____ (3) I don't have the time to travel.
- _____ (4) I don't know how to use the German trains (read schedules, buy tickets, find the train, etc.).
- _____ (5) It costs too much.
- _____ (6) I hitch hike or ride with friends.
- _____ (7) Other reason(s). Please write your reasons:

How often do you read the Stars and Stripes?

- ☐ (1) Never
- ☐ (2) Once or twice a month
- ☐ (3) Once a week
- ☐ (4) Twice a week
- ☐ (5) Three times a week
- ☐ (6) Four times a week
- ☐ (7) Five times a week
- ☐ (8) Six times a week
- ☐ (9) Seven times a week

Do you read the Sunday edition of the Stars and Stripes? (Not necessarily on Sunday)

- ☐ Yes
- ☐ No

How often do you listen to AFN-radio?

- ☐ (1) Never
- ☐ (2) Once or twice a month
- ☐ (3) One day a week
- ☐ (4) Two days a week
- ☐ (5) Three days a week
- ☐ (6) Four days a week
- ☐ (7) Five days a week
- ☐ (8) Six days a week
- ☐ (9) Seven days a week
- ☐ (10) More than once a day

During what times do you listen to AFN-radio? Check all that are true for you.

_____ (1) 0600-0800

_____ (6) 1600-1800

_____ (2) 0800-1000

_____ (7) 1800-2000

_____ (3) 1000-1200

_____ (8) 2000-2200

_____ (4) 1200-1400

_____ (9) 2200-2400

_____ (5) 1400-1600

Use of German Buses

How many times in the past month have you used a public German bus?

- | | |
|-------------------|---------------------------|
| <u>21</u> (1) 0 | <u>6</u> (5) 9-12 |
| <u>11</u> (2) 1-2 | <u>1</u> (6) 13-16 |
| <u>4</u> (3) 3-4 | <u>0</u> (7) 17-20 |
| <u>3</u> (4) 5-8 | <u>1</u> (8) more than 20 |

If you used public German buses 4 times or less during the past month, why do you rarely use this form of transportation? Mark all of the choices below that are true for you.

- 1 (1) I have a car.
- 2 (2) There are no public buses in this community.
- 3 (3) I don't know how to use public German buses.
- 17 (4) I walk to the places I need/want to go to.
- 6 (5) I take U.S. military transportation.
- 1 (6) I hitch hike where I need to go.
- 9 (7) I ride with friends where I need to go.
- 1 (8) German buses cost too much to use.

(9) Other Reason(s). Please write your reasons:

Take a cab (4)

Take a train (3)

Take a strassenbahn (7)

Ride a bike (1)

They don't run when I need them. (1)

They don't go the places I want to go. (1)

I've been in the field. (2)

Use of German Streetcars (Strassenbahns)

How many times in the past month have you used a public German streetcar (Strassenbahn)?

<u>12</u> (1) 0	<u>9</u> (5) 9-12
<u>4</u> (2) 1-2	<u>2</u> (6) 13-16
<u>8</u> (3) 3-4	<u>0</u> (7) 17-20
<u>8</u> (4) 5-8	<u>4</u> (8) more than 20

If you used public German streetcars 4 times or less during the past month, why do you rarely use this form of transportation? Mark all of the choices below that are true for you.

- 1 (1) I have a car.
- 6 (2) There are no streetcars in this community.
- 4 (3) I take the public German bus where I need/want to go.
- 4 (4) I don't know how to use the streetcar.
- 13 (5) I walk to the places I need/want to go to.
- 5 (6) I take U.S. military transportation.
- 1 (7) I hitch hike where I need to go.
- 9 (8) I ride with friends where I need to go.
- 0 (9) German streetcars cost too much to use.
- (10) Other reason(s). Please write your reasons:

Ride a bike (1)

Take a taxi (2)

I've been in the field. (1)

Use of German Taxis

How many times in the past month have you taken a taxi?

- | | |
|-------------------|---------------------------|
| <u>9</u> (1) 0 | <u>4</u> (5) 9-12 |
| <u>5</u> (2) 1-2 | <u>0</u> (6) 13-16 |
| <u>8</u> (3) 3-4 | <u>2</u> (7) 17-20 |
| <u>18</u> (4) 5-8 | <u>1</u> (8) more than 20 |

If you have taken a taxi 2 times or less during the last month, who do you rarely use this form of transportation? Mark all of the choices below that are true for you.

- 1 (1) I have a car.
- 0 (2) I don't know how to use a taxi.
- 8 (3) I take a bus or streetcar where I need/want to go.
- 1 (4) I take U.S. military transportation.
- 0 (5) I hitch hike where I need to go.
- 5 (6) I ride with friends where I need to go.
- 11 (7) Taxis cost too much.
- 4 (8) Taxi drivers try to "rip you off."
- (9) Other reason(s). Please write your reasons:

I walk (1)

Use of German Trains

How often have you traveled on the German Federal Railway (train) since you have been in Germany?

18 (1) Never

4 (5) 11-15

7 (2) 1-2

2 (6) 16-20

7 (3) 3-4

2 (7) 20-25

6 (4) 5-10

1 (8) more than 25 - How

many times?

If you have used the train 4 times or less since you have been in Germany, why do you rarely use this form of transportation? Mark all of the choices below that are true for you.

1 (1) I have a car.

0 (2) I don't want to travel.

13 (3) I don't have the time to travel.

6 (4) I don't know how to use the German trains (read schedules, buy tickets, find the train, etc.).

4 (5) It costs too much.

2 (6) I hitch hike or ride with friends.

(7) Other reason(s). Please write your reasons:

I felt no need to venture further from Mainz.

There's nothing I really want to see.

I only travel distances which require trains once in a great while.

Listening to AFN Radio

How often do you listen to AFN-radio?

- 5 (1) Never
- 1 (2) Once or twice a month
- 1 (3) One day a week
- 10 (4) Two days a week
- 1 (5) Three days a week
- 4 (6) Four days a week
- 6 (7) Five days a week
- 2 (8) Six days a week
- 7 (9) Seven days a week
- 12 (10) More than once a day

During what times do you listen to AFN-radio? Check all that are true for you.

- 20 (1) 0600-0800
- 12 (2) 0800-1000
- 6 (3) 1000-1200
- 14 (4) 1200-1400
- 13 (5) 1400-1600
- 12 (6) 1600-1800
- 18 (7) 1800-2000
- 19 (8) 2000-2200
- 17 (9) 2200-2400
- 1 (10) 2400-0100

Reading of Stars and Stripes

How often do you read the Stars and Stripes?

- 1 (1) Never
- 11 (2) Once or twice a month
- 6 (3) Once a week
- 5 (4) Twice a week
- 6 (5) Three times a week
- 5 (6) Four times a week
- 7 (7) Five times a week
- 4 (8) Six times a week
- 2 (9) Seven times a week

Do you read the Sunday edition of the Stars and Stripes? (Not necessarily on Sunday)

- 28 Yes
- 19 No

APPENDIX F

Pretest and Posttest

for

Pilot Program

PRE-PROGRAM QUESTIONS

Fernverkehr

Von Heidelberg nach

→ 1. Kl. 41.-

2.41 D	208 5.58	
3.31 D	216 6.21	
5.40 E	3190 8.29	Mainz IC
5.40 E	3190 8.59	Mainz D Y
7.14 IC	692 9.35	Mannheim D
X=	7.25 7404 10.16	Mannheim D
G	8.14 IC	535 10.35
	8.20 D	718 11.11 Y
	9.14 IC	616 11.35
	10.14 IC	614 12.35
	10.29 IC	1012 4.4
G	11.14 IC	518 13.35
	12.14 IC	690 14.35
	12.40 D	714 15.50 Y
G	12.54 IC	1815 05
	13.14 IC	610 15.35
	14.14 IC	612 16.35
	15.14 IC	516 17.35
	16.14 IC	514 18.35
	17.10 D	210 19.47
B	17.14 IC	598 19.35
	18.09 IC	820 20
	18.14 IC	116 20.35
E	19.14 IC	512 21.35
	20.14 IC	596 21.35
B	21.14 IC	510 23.35

Bonn und zurück

0.14 D	209 3.22	
0.51 D	711 4.14 Y	
6.17 IC	511 8.38	
7.17 IC	105 9.39	Mannheim
7.43 D	211 10.17	
G	8.08 IC	910 21
	8.17 IC	117 10.38
	8.46 D	713 11.24
	9.17 IC	513 11.38
G	10.17 IC	507 12.39
	10.58 D	715 13.59
	11.09 IC	713 38
	11.17 IC	515 13.38
	12.17 IC	517 14.38
	13.17 IC	613 15.38
	14.17 IC	611 16.38
G	14.46 IC	1917 00
B	15.17 IC	519 17.38
	16.17 IC	615 18.38
	17.08 IC	1119 24
	17.17 IC	109 19.39
	17.40 D	719 20.44 Y
	18.17 IC	530 20.38
	19.08 D	205 22.13 Y
B	19.17 IC	534 21.38
	20.17 IC	132 22.42
	23.51 D	217 2.39

→ 1. Kl. 62.-

Look at the schedule above. Answer the questions below.

1. Between what two cities is this schedule for?

_____ and _____

2. How much does a one-way 2nd class ticket cost?

DM _____

3. What time is the earliest intercity train from Bonn to Heidelberg?

4. Which type of train is the fastest?

_____ D _____ E _____ IC

5. What time does the D210 arrive in Bonn from Heidelberg?

6. What does each of the following signs mean?



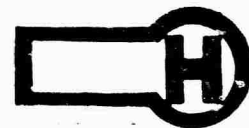
a. _____

WC

b. _____



c. _____



d. _____

Fernverkehr

Von Heidelberg nach

→ 2. K 57.-

1.28 D	218	8.32	→
2.41 D	208	6.23	→
3.31 D	216	6.46	→
5.40 E	3190	8.51	→
7.14	692	9.57	→
8.14	535	10.57	→
8.20 D	718	11.35	→
9.14	616	11.57	→
10.14	614	12.57	→
10.29	690	10.13.06	→
11.14	518	13.57	→
12.14	690	14.57	→
12.40 D	714	16.17	→
12.54	690	18.15.26	→
13.14	610	15.57	→
13.43 D	416	16.48	→
14.14	612	16.57	→
15.14	516	17.57	→
15.51 D	712	19.12	→
16.14	514	18.57	→
17.10 D	210	20.11	→
17.14	598	19.57	→
18.09	690	8.20.41	→
18.14	116	20.57	→
19.14	512	21.57	→
20.14	596	22.57	→
21.14	510	23.57	→

Köln und zurück

→ 1. K 71.-

0.29 D	711	4.14	→
1.51 D	219	4.55	→
5.57	511	8.38	→
6.57	105	9.39	→
7.21 D	211	10.17	→
7.49	910	10.21	→
7.57	117	10.38	→
8.24 D	713	11.24	→
8.57	513	11.38	→
9.24 D	705	13.15	→
9.57	507	12.39	→
10.57	515	13.38	→
11.57	517	14.38	→
12.32 D	417	15.33	→
12.57	613	15.38	→
13.57	611	16.38	→
14.27	191	17.00	→
14.57	519	17.38	→
15.57	615	18.38	→
16.49	111	19.24	→
16.57	109	19.39	→
17.17 D	719	20.44	→
17.57	530	20.38	→
18.45 D	705	22.13	→
18.57	534	21.38	→
19.57	132	22.42	→
23.52 D	209	3.22	→

Look at the schedule above. Answer the following questions.

- Between what two cities is this schedule for?
_____ and _____
- How much does a one-way 1st class ticket cost?
DM _____
- What time is the last intercity train from Heidelberg to Köln?

- Which type of train is the fastest?
_____ D _____ E _____ IC
- What time does the TEE 9 train arrive in Heidelberg from Köln?

- What does each of the following signs mean?



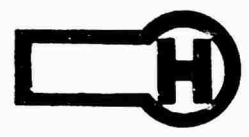
a. _____

WC

b. _____



c. _____



d. _____

APPENDIX G

Items Used for Reactions

to

The Munich Connection

THE MUNICH CONNECTION

1. After reading page 1, would you want to go on to read the rest of the paper?

____yes Why?_____

____no Why?_____

2. After completing page 1, would you want to listen to the radio program?

____yes Why?_____

____no Why?_____

STOP! DO NOT ANSWER THE FOLLOWING QUESTIONS UNTIL YOU ARE TOLD TO DO SO.

3. Check all of the words below that tell what you thought of the radio program for The Munich Connection.

____ interesting ____stupid ____didn't understand

____boring ____funny ____too long

____helpful ____useful ____fantastic

____fun ____dull ____well done

What other words would you use to describe the program?

4. Would you have listened to the entire program on your own?

____yes

____no (If not, why?)_____

5. Would you want to listen to the program again?

____yes

____no

6. Would you recommend to other soldiers that they listen to the program?

____yes

____no

7. What did you think of the characters from their pictures on pages 1-3 and from the radio program?

STRAC WILLIE:_____

DR. ZAP: _____

CHESTER BOONDOGGLE: _____

STOP! DO NOT ANSWER THE FOLLOWING QUESTIONS UNTIL YOU ARE TOLD TO DO SO.

Having completed some of the activities in the program, answer the following questions.

8. Would you enter the COPING CONTEST?

_____ yes

_____ no Why not? _____

9. What did you like BEST about the program?

10. What did you like LEAST about the program?

11. Having completed this program, are you now more likely to use buses and/or strassenbahns?

_____ I already use buses and/or strassenbahns regularly.

_____ Yes, I am more likely to use buses and/or strassenbahns now.

_____ Yes, I am MUCH more likely to use buses and/or strassenbahns now.

_____ No, I am not more likely to use buses and/or strassenbahns now
because _____.

12. Having completed this program, are you now more likely to use German trains?

_____ I already use German trains regularly.

_____ Yes, I am more likely to use German trains now.

_____ Yes, I am MUCH more likely to use German trains now.

_____ No, I am not more likely to use German trains now because

APPENDIX H

Participant Reactions to
The Munich Connection
Print Material

Initial Reactions to Pilot Program Print Materials

After reading page 1, would you want to go on to read the rest of the paper?

91.5% YES

8.5% NO

Reasons why:

1. Looks like it's going to put out a lot of good information.
2. I'm shaky on public transportation--on how to get around.
3. The front page interested me.
4. It seems like a good paper.
5. Thought I might learn a little bit more about speaking and understanding Deutsch.
6. Some of the things I read, I didn't know on the rating scale.
7. I want to find out what it is all about.
8. It sounds very interesting.
9. Seems fun to answer questions and it's something new.
10. I think there is a lot in the paper I could learn.
11. I may pick up some useful information.
12. To find out how much I am like the characters.
13. There may be something else interesting on the next couple of pages.
14. I may find something that I don't know.
15. See what's happening.
16. Why not?
17. To find out if I can do this.
18. It seems pretty interesting.
19. Curious about what else it would say.
20. Gives a lot of information I need to know.
21. Because I would like to learn as much as possible about using public transportation.

APPENDIX I

Reaction to Radio Program

The Munich Connection

Initial Interest in Pilot Program Radio Program

After reading page 1, would you want to listen to the radio program?

89.4% YES

10.6% NO

Reasons why:

1. To find out more on how to get around cheaper and easier.
2. I'll try anything one time--why not?
3. To see what it's all about.
4. They speak German that could help you.
5. To see how the characters act.
6. Might get something out of it.
7. I could learn a lot from that and learn how to read a train schedule.
8. To listen to the behavior patterns.
9. To learn more about transportation because there are still a few more things I need to know.
10. Because I wouldn't have to read.
11. I might learn something,
12. So I can learn about getting around.
13. Why not?
14. To brush up on my knowledge of the German transportation system.
15. To find out what happens next.
16. May learn to read a train schedule again.
17. I could learn a lot of things from it.
18. It sounds interesting, instead of just a boring commercial.
19. They make the new information more clear.
20. To find out what I've missed.

21. Sounds entertaining from what I've read.
22. To learn how to travel in Germany.
23. Why not? Is there something wrong with the program?
24. To see what it is all about.
25. It seems like it would be wild to listen to.
26. It's getting warm and I should be traveling a little more than I am now.
Therefore, reading and tips from AFN would be very educational for me.
27. I might learn more.
28. To see how they would present the program.
29. To find out more information.
30. It doesn't really matter.
31. Informative.
32. Easier than reading the paper.
33. I like listening to things rather than reading them.
34. It would help me learn more of what I don't know.

Reasons why not:

1. Can't listen to that on the radio; better to read it; easier to comprehend by reading.
2. Because I would fall asleep (unless I had nothing else to do).
3. I can get around fine.
4. No time.
5. There's nothing I want to know about Germany.

Reactions After the Pilot Program Radio Program

Check all of the words below that tell what you thought of the radio program.

(N = 47)

Interesting - 22 (46.8%)	Useful - 28 (59.6%)
Boring - 4 (8.5%)	Dull - 3 (6.4%)
Helpful - 29 (61.7%)	Didn't Understand - 1 (2.1%)
Fun - 8 (18.2%)	Too Long - 9 (19.1%)
Stupid - 3 (6.4%)	Fantastic - 3 (6.4%)
Funny - 17 (36.2%)	Well Done - 18 (38.3%)

What other words would you use to describe the program?

Very Good	Tiring	All Right (2)	Strange
A Lot Of Skill	Terrific (2)	Infantile	Wild
Creative (2)	Adventure	Informative (2)	

Would you have listened to the entire program on your own?

Yes - 33 (73%)

No - 12 (27%) Why not? Didn't hold my attention; too long (2); Not for mature audiences; Not enough time (4); If broken into parts (3); Not interested

Would you want to listen to the program again?

Yes - 27 (57%)

No - 17 (36%)

Maybe - 3 (6%) (WRITTEN IN RESPONSE)

Would you recommend to other soldiers that they listen to the program?

Yes - 41 (87%)

No - 6 (13%)

APPENDIX J

Reactions to Characters in

Pilot Program

Reactions to Strac Willie

1. Played a good lead part; intertwined story with public transportation info well.
2. His voice didn't sound the way he looks. He didn't seem like the leader.
3. He was the smartest of the 3 which put a touch to the tape.
4. Well, I didn't think much of him. He knew most about things going on.
5. I think he acts like a new soldier that just came to Germany.
6. He acts like he is the leader of the group.
7. He was a good portrayal of a soldier.
8. He was very funny and knew his part very well.
9. He wasn't too smart but was there when you needed him.
10. Good. Average GI. Good character.
11. Jumping to do everything he could.
12. Smart, helpful, knowledgeable as a detective.
13. Jumped to conclusions too fast.
14. Cute.
15. He seems to know the basic knowledge to get around.
16. A little weird. Has a bit of common sense, is able to figure things out on his own.
17. Comes well prepared, always in a hurry.
18. Seemed smart enough to make heads or tails out of his situation.
19. Good character for the story.
20. He seemed like the type who was interested in learning from Dr. Zap.
21. He looks pretty young to be a secret agent.
22. He seems to know what he's doing.
23. Great!

24. Bright, knew a little bit about what he was doing.
25. Interested in learning.
26. Good.
27. He knew a little bit about what's going on.
28. Semi - Bogart-ish.
29. He was like someone who was always saying, "Do this, do that; don't make a scene."
30. He seemed like he knew it all.
31. He played a pretty good role.
32. Pretty good.
33. Typical guy looking for excitement.
34. He was smart and knew what to do.
35. He's like me - always ready to learn something new.
36. He was crazy.
37. Helpful - a little mixed up at times.
38. Good.
39. Good, (all of the characters fit like a group of real people).
40. Okay.

Reactions to Dr. Zap

1. Pretty good. Seemed to talk too much about nothing important.
2. He seemed to run the operation.
3. He overdoes a good thing bringing everything with him.
4. He was very sharp. He thought about how to "get over," get his money's worth.
5. I think he was very helpful when they were traveling around.
6. He knows what he is doing.
7. Picture and actions fit his character.
8. Dr. Zap helped both Chester and Strac to learn about the train schedule.
9. The names are a little uncommon.
10. He knew what was going on at all times.
11. Good character. Important character - informative (voice of authority).
12. Scholarly person with a great sense of the country and language.
13. Wise, knowledgeable, respected by Strac and Boondoggle.
14. He was alright - very helpful.
15. He's cute.
16. Willing to learn.
17. Pretty intelligent, a bit unorganized.
18. Always ready to go/always needs a beer.
19. Not very involved.
20. Looks like he sounds. He fits the part.
21. An interesting character who knew about public transportation and took time to teach the other two and was always learning more and more.
22. Pretty neat. He looks like a grasshopper with those two hairs on his head.

23. Great.
24. Smart, alcoholic.
25. A person willing to teach others.
26. Good.
27. He knows very much about Germany.
28. Absent-minded professor.
29. A person who really just wanted to get a beer.
30. He seemed like that to himself he was smarter than anybody else.
31. Somewhat knew what the deal was on trying to help during the little mission with his booklet.
32. Good.
33. A guy that has used the transportation system a lot.
34. He had everything figured out, but used his books and schedules to help him.
35. Someone who understands Germany.
36. He was clumsy.
37. Very smart, helpful.
38. Good.
39. Good.
40. Okay.

Reactions to Chester Boondoggle

1. Best character. Has good comedy routine. Should bring it out more.
2. Different from the others - made program humorous.
3. He is the one who is so ridiculous that he sheds light on the subject.
4. He just did what he felt like doing - didn't think.
5. Not a good portrayal of a soldier.
6. Chester wanted to fool around.
7. Strange person.
8. He was funny and always got into things.
9. A necessary character (unfortunately). Someone had to ask the questions.
10. Slow learning person that's always trying.
11. Wild.
12. He'll do.
13. He's funny.
14. Out to lunch.
15. Not too smart; makes everything sound harder than it is.
16. A little slow.
17. The typical newbie - he's very unfamiliar with Germany.
18. Also fits the part - looks screwy just like he sounds.
19. He was slow but he tried to learn to do right.
20. Funny looking.
21. He was the stupid one.
22. Great.
23. Stupid, no one I would hang around with.
24. He looks silly and he acts silly, too.

25. Confused.
26. Good.
27. Knows very little about Germany, but he is willing to learn.
28. Jerry Lewis type.
29. He didn't know too much, but was alright.
30. He seemed to be a little troubled at times.
31. Good.
32. A new guy to Germany and confused about the transportation system.
33. He would be totally lost on his own and get into all kinds of trouble.
34. Not very educated on Germany.
35. He was always in a hurry.
36. Spaced out - but he's making an effort to understand.
37. Good.
38. Good.
39. Okay.

APPENDIX K

Least and Best Liked Aspect
of Pilot Program

Best Liked Aspects of the Pilot Program

1. Learning about getting around. Learning some new definitions on train travel.
2. It gave information in detail but in a round about way.
3. Liked the complete program.
4. German terms and information.
5. I have now learned to use the train schedule and strass list. Thank you very much.
6. How to read the schedules and maps.
7. The information that they were trying to get across to people that need it.
8. It had good information a lot of the troops don't know.
9. What I learned about using buses and strassenbahns.
10. Everything.
11. Answering questions is a mind blower.
12. I think this is a good course because of the people on the tape. You can learn a lot by the way they make you think.
13. The information presented was useful and pertinent to enjoying my stay in Germany.
14. The newspaper.
15. The contest.
16. Learning more about riding transportation.
17. It teaches you a lot about a strange place.
18. It shows you how to get around - useful information.
19. All the information I didn't know before.
20. It was interesting. I like working the problems.
21. It taught you to read different signs.

22. It is informative and will be good for those individuals just arriving in Germany.
23. Learned some new things I wasn't too sure about.
24. It explains in detail and in an interesting way how to use public transportation.
25. Learning how to use maps.
26. The program's great. It should be done more.
27. It explains everything easily.
28. Learning a little more about transportation.
29. Literature.
30. I learned a lot of things I didn't know about Germany in just a few minutes.
31. The program as a whole was quite entertaining.
32. It helped me understand buses and a little more about the trains.
33. The tape recording.
34. The questions and broadcast, the train schedule and the information about the how of going about it.
35. Helped me plan a trip a little easier.
36. The tape story.
37. Very educational/very helpful.
38. The characters.
39. The tape.
40. The creatures.
41. It was very helpful. I learned some new things. And if I can do it, anyone can.

Least Liked Aspects of Program

1. The only complaint - a little long.
2. The length of the program.
3. The length of the tape. It should be broken into parts.
4. Too long.
5. Listening to the tape.
6. Nothing.
7. The way they have the people play it.
8. Too long - needs to be broken into parts.
9. I don't understand too many German words.
10. Nothing, this was a fun program.
11. Some of the questions are hard.
12. Nothing.
13. Too much, too fast.
14. The radio show.
15. Too much concentration has to go into studying this program.
16. Everything was alright to me.
17. Too long.
18. Tape kinda childish.
19. All the questions.
20. Realizing I didn't know as much as I thought I did.
21. The coping contest.
22. Wasn't anything I didn't like about it.
23. Nothing.
24. Nothing.

25. Nothing.
26. The reading.
27. The dull humor.
28. Nothing.
29. The story.
30. Tape a little long.
31. Tape a little long.

(16 wrote no comments)

APPENDIX L

Summary of Observation of

Instructional Process

Pilot Program

Instructional process. Data concerning how the participants interacted with the materials were obtained in two ways: first, through observations while they worked through the materials, and, second, by analyzing the materials after they had completed the activities. These data will be presented in the sequence of the program materials.

Page 1: Observations were consistent with the initial reactions reported in Table 9 and 10. Almost all of the participants appeared to read the first page with interest, and 46 of the 47 completed "Rate Yourself - Are You Fit to Be a Secret Agent?" Scores ranged from five to fourteen points with the average score being eleven points. It would seem that people tended to overrate themselves given their scores on the pretest which assessed several of the skills in "Rate Yourself" (numbers 4, 10, and 12).

Pages 2 and 3: The second and third pages were intended to be used during the broadcast. The visuals are those used by the characters in the episode (e.g., the schedules, maps and signs) or else they depict the characters in several scenes from the episode. The visuals appear in script-sequence, however many tryout participants either didn't understand that they were to follow along or were not able to follow along. There was some confusion, for example, as to which of the train schedules to look at first. The signs were not as problematic. During the debriefing sessions, several suggestions regarding the format of these pages were made and will be discussed in the last section of this report.

Page 4: The information on page 4 is designed to teach the reader how to understand two types of train schedules. Two generalizations can be made concerning participant use of this page. First, all of them were

able to read it; that is, because it is written at approximately a 4.5 reading grade level, the participants had the skills needed to read it. Second, some of the participants were not willing to read the page. Without reading it, a person would not know that it was easy to read. Some of the individuals were intimidated or turned off by the density of the text. In the controlled environment almost everyone did read page 4, but some did so reluctantly. The other common difficulty was in locating the symbols in "Understanding Train Schedules" because of their location in the layout.

Page 5: This is also an informational page. There was very little difficulty with any aspect of page 5. It was referred to in order to complete activities on page 6 and for doing the Crossword Puzzle.

Page 6: Practice activities which range from very structured to open and experiential appear on page 6. "Doing It Yourself" was worked on by all participants, most did "By Bus or Strassenbahn", and some did "On Your Own Turf." Question #1 of "Doing It Yourself" should not have been included in this version of the materials because the map needed to answer it does not appear anywhere in the paper. The major difficulties encountered related to the arithmetic skills needed to answer questions #2, 4 and all of 9. Some participants did not know which operation to apply and/or which numbers to use. Others did not refer back to page 5 for help in answering the questions. Those completing "By Bus or Strassenbahn" had few problems with the main one being identifying the Bergbahn.

Page 7: The top of page 7 contains "Check It Out: Can You Cope?" Because an alternate form of the pretest which included items similar to

A and D was administered, most participants did not complete this section. The way in which the train schedule is divided confused some people.

Scores for The Coping Contest (bottom of page 7) are presented in Table 6. Although 40 people chose to work on the contest, only 34 said that they would enter the contest. Table 18 presents the data regarding reactions to The Coping Contest. Several people indicated that they would do the contest questions but not send it in to enter the contest. Some of the people who would not enter the contest gave reasons not specific to the contest (e.g., I don't enter contests or I never win) while others did not like the prizes or thought they wouldn't have time.

Page 8: Primarily because of time constraints, only twelve people worked on the Crossword Puzzle which was an optional activity during this tryout. Crossword puzzle "buffs" went to it as soon as possible, and several came close to completing it. Others did not have time to do much. Most of those who had begun it did not want to have to turn it in at the end of the session. In order to complete the puzzle, readers should have a German-English dictionary.

Because a different evaluation form was used, participants were not asked to complete "Now Give Us a Piece of Your Mind!" Six did anyway either because they wanted to give positive ratings or because they wanted to enter the contest.

APPENDIX M

Items Concerning Previous Experience
Related to the Topics
of Doing It in Deutschland
and
Responses

The Triple Treat

How often do you usually eat out on the German economy?

- ☐ everyday
- ☐ a few times a week
- ☐ once a week
- ☐ a few times a month
- ☐ once a month
- ☐ once every two or three months
- ☐ a few times a year
- ☐ once a year
- ☐ never

What kinds of German eating places do you go to? Put a "1" next to the type you go to most often, a "2" next to the one you go to next often, and a "3" next to the type you go to the next often.

- ☐ Restaurant, including gasthaus, gasthof and ratskeller (a place for complete meals)
- ☐ Schnell Imbiss (snack bar, quick food)
- ☐ Bierstube or Weinstube (beer or wine with light food)
- ☐ Cafe or Konditorei (coffee and pastry shop)

If you marked "once every two or three months" or less often, why do you rarely go to German eating places? Put a "1" next to the most important reason, a "2" next to the second most important reason, and a "3" next to the third most important reason.

- ☐ I'm satisfied eating all my meals elsewhere (messhall, home, and/or American facilities).
- ☐ I don't like German food.
- ☐ I have some problems reading the menu, ordering and/or paying.
- ☐ I think it is too expensive to eat out.
- ☐ I have had a bad experience eating out in a German place.

Explain: _____

Other reason: Explain _____

THE COMMUNITY CAPER

How many times since you have been in USAREUR have you used the services provided by each of the following agencies?

	None	1-2	3-4	5-8	9-12	13-16	17-20	More than 20
Armed Forces Recreation Centers (AFRC)								
Army & Air Force Exchange Services (AAFES)								
Army Community Service (ACS)								
Army Emergency Relief (AER)								
Banking Facility								
Chaplain's Office								
Class VI Store								
Commissary								
Community Counseling Center (CCC- formerly CDAAC)								
Credit Union								
Deutsche Bundespost- Civilian Telephone Service & Mail								
Driver's Orientation & Testing								
Education Center Services								
Enlisted Member's Club								
Equal Opportunity Office								
Finance								
ONTAKT								
Legal Assistance Office (LAG)								
Medical Services								

	None	1-2	3-4	5-8	9-12	13-16	17-20	More than 20
AC (Space Available Travel) Flight								
ARS (Military Affiliate Radio Station)								
Military Police/Provost Marshall								
Postal Services (APO)								
Mail Transportation Office (RTO)								
Recreation Center Services								
Red Cross								
Enlistment/Career Counselor								
Stars & Stripes Bookstore								
Travel & Tours Office (ITT)								
USO (United Service Organi- zation)								
Vehicle Registration								

For those agencies you have used 4 or less times since you have been in USAREUR, what are your reasons for limited use? (Circle the numbers of all that are true for you).

1. I do not need their services.
2. I do not know about their services.
3. I do not know how to apply for their services.
4. I have heard some bad things about their services.
5. I tried to use their services, but was not satisfied.
6. I don't want the Army to find out about my problems.
7. I get all the help I need from family, friends and/or other people.
8. Their services are not available here.
9. Other [Please write your reason(s) here.]

The Goods To Go

How many times in the past month have you shopped on the German economy?

- _____ (1) 0
- _____ (2) 1-2
- _____ (3) 3-4
- _____ (4) 5-8
- _____ (5) 9-12
- _____ (6) 13-16
- _____ (7) 17-20
- _____ (8) more than 20

If you shopped on the Germany economy 4 times or less during the past month, why do you rarely shop there? Mark all of the choices below that are true for you.

- _____ (1) I don't know which items are sold in each type of German store.
- _____ (2) I am not able to understand the German signs or sales.
- _____ (3) I am confused by the German money system and exchange rates.
- _____ (4) I've had problems explaining to sales clerks what I need or want.
- _____ (5) The operating hours of German stores are not convenient for me.
- _____ (6) Shopping on the German economy is too expensive.
- _____ (7) The metric system of measurement confuses me.
- _____ (8) Transportation to the shopping district is a problem for me.
- _____ (9) I meet all my needs using American shopping facilities.
- _____ (10) Other reasons. Please write your reasons.

The SOFA Saga

Answer each of the questions below about yourself. Circle either T for True or F for False.

- T F 1. I have a USAREUR POV operator's license.
- T F 2. I have a privately owned vehicle (POV) registered in my name.
- T F 3. I have had some legal questions/problems since I've been in USAREUR.
- T F 4. I have been to the Legal Assistance Office at JAG for help since I have been in Germany.
- T F 5. I have been in a situation in which the military police have helped me.
- T F 6. I have been in a situation in which I thought the military police hassled me.
- T F 7. I have been in a situation in which the German police have helped me.
- T F 8. I have been in a situation in which I thought the German police hassled me.
- T F 9. I have mailed gifts to the U.S. through the APO.
- T F 10. I have traveled to European countries outside West Germany.

Experience Eating Out on the German Economy

How often do you usually eat out on the German economy?

	<u>% Reporting</u> (n = 23)
everyday	4.3
a few times a week	17.4
once a week	17.4
a few times a month	30.4
once a month	100.0
once every two or three months	21.7
a few times a year	4.3
once a year	0.0
never	4.3

What kinds of German eating places do you go to?

Restaurant, including gasthaus, gasthof and ratskeller (a place for complete meals)	91.3
Schnell Imbiss (snack bar, quick food)	73.9
Bierstube or Weinstube (beer or wine with light food)	60.9
Cafe or Konditorei (coffee and pastry shop)	34.8

Reasons for infrequently eating out ("Once every two or three months" or less often)

I'm satisfied eating all my meals elsewhere (messhall, home, and/or American facilities).	17.4
I don't like German food.	8.7
I have some problems reading the menu, ordering and/or paying.	17.4
I think it is too expensive to eat out.	4.3
I have had a bad experience eating out in a German place.	8.7
Other reason.	0.0

Experience in Using USAREUR Agencies

How many times since you have been in USAREUR have you used the services provided by each of the following agencies?

	None	Percent Reporting (n=20)						More than 20
		1-2	3-4	5-8	9-12	13-16	17-20	
Armed Forces Recreation Centers (AFRC)	65	30	5					
Army & Air Force Exchange Services (AAFES)	5		5	5				85
Army Community Service (ACS)	55	25	5	10	5			
Army Emergency Relief (AER)	90	10						
Banking Facility	30	5	5	10	10			35
Chaplain's Office	80	15						5
Class VI Store	30	25	20	10	10	5		
Commissary	10	25	5					55
Community Counseling Center (CCC- formerly CDAAC)	95		5					
Credit Union	75	15	5					5
Deutsche Bundespost- Civilian Telephone Service & Mail	40	10	15	10	5		5	15
Driver's Orientation & Testing	45	45	10					
Education Center Services	25	30	25	15				5
Enlisted Member's Club	40	10		5	10	5		30
Equal Opportunity Office	90	5		5				
Finance	20	35	10	5	20			10
KONTAKT	100							
Legal Assistance Office (LAO)	90	5	5					
Medical Services	30	15	30	5	10			10

	None	1-2	3-4	5-8	9-12	13-16	17-20	More than 20
MAC (Space Available Travel) Flight	80	20						
MARS (Military Affiliate Radio Station)	85	15						
Military Police/Provost Marshall	80	15	5					
Postal Services (APO)	15	10	10		15	5		45
Rail Transportation Office (RTO)	85	10						5
Recreation Center Services	20	25	10		10		5	30
Red Cross	85	5		10				
Reenlistment/Career Counselor	70	25	5					
Stars & Stripes Bookstore	15	5	5	10	15	10	5	35
Travel & Tours Office (ITT)	40	15	20	5	10	5		5
USO (United Service Organization)	100							
Vehicle Registration	75	25						

For those agencies you have used 4 or less times since you have been in USAREUR, what are your reasons for limited use? (Circle the numbers of all that are true for you).

- | | |
|--|-------------|
| 1. I do not need their services. | % Reporting |
| 2. I do not know about their services. | 75 |
| 3. I do not know how to apply for their services. | 45 |
| 4. I have heard some bad things about their services. | 10 |
| 5. I tried to use their services, but was not satisfied. | 0 |
| 6. I don't want the Army to find out about my problems. | 5 |
| 7. I get all the help I need from family, friends and/or other people. | 5 |
| 8. Their services are not available here. | 20 |
| 9. Other [Please write your reason(s) here.] | 15 |
| | 20 |

Experience Shopping on the Economy

How many times in the past month have you shopped
on the German economy?

	<u>% Reporting</u> (n = 20)
0	10.0%
1-2	30.0%
3-4	30.0%
5-8	15.0%
9-12	15.0%
13-16	0.0%
17-20	0.0%
more than 20	0.0%

If you shopped on the Germany economy 4 times or less
during the past month, why do you rarely shop there?

I don't know which items are sold in each type of German store.	10.0%
I am not able to understand the German signs or sales.	15.0%
I am confused by the German money system and exchange rates.	0.0%
I've had problems explaining to sales clerks what I need or want	20.0%
The operating hours of German stores are not convenient for me.	55.0%
Shopping on the German economy is too expensive.	20.0%
The metric system of measurement confuses me.	10.0%
Transportation to the shopping district is a problem for me.	20.0%
I meet all my needs using American shopping facilities.	5.0%
Other reasons.	20.0%

Experience Related to Legal Aspects of Living in Germany

	% Reporting (n = 18)
1. I have a USAREUR POV operator's license.	11.1%
2. I have a privately owned vehicle (POV) registered in my name.	11.1%
3. I have had some legal questions/problems since I've been in USAREUR.	38.9%
4. I have been to the Legal Assistance Office at JAG for help since I have been in Germany.	22.2%
5. I have been in a situation in which the military police have helped me.	5.6%
6. I have been in a situation in which I thought the military police hassled me.	11.1%
7. I have been in a situation in which the German police have helped me.	11.1%
8. I have been in a situation in which I thought the German police hassled me.	0.0%
9. I have mailed gifts to the U.S. through the APO.	66.7%
10. I have traveled to European countries outside West Germany.	44.4%

APPENDIX N

Pretests and Posttests for

Programs #2-5

PRE

Last 4 SSN# _ _ _ _

Match the name of the type of German eating place on the right with the kind of food you would get there.

- | | |
|-------------------------|--------------------------------|
| _____ 1. Conditiori | a. a quick snack, like a wurst |
| _____ 2. Gasthaus | b. a full meal; moderate cost |
| _____ 3. Schnell Imbiss | c. cake and coffee |

Use the menu on the next page to answer these questions.

4. Which item is an appetizer?

_____ 2 _____ 5 _____ 9 _____ 12

5. Which item is veal?

_____ 4 _____ 6 _____ 8 _____ 10

6. How much would your bill be for #2, 10 and 14?

DM _____

7. How much would your bill be for baked mushrooms, roast wild pig, and mixed ice cream?

DM _____

Match the statement on the right with the German on the left.

- | | |
|----------------------------|--|
| 8. Zahlen, bitte | a. A sign you might see in a restaurant |
| 9. Garderobe | b. What a waitress might say when you've finished eating |
| 10. Hat es gut geschmeckt? | c. What you might say when you finish eating |

POST

Last 4 SSN# _ _ _ _

Match the name of the type of German eating place on the right with the kind of food you would get there.

- | | |
|-------------------------|---|
| _____ 1. Cafe | a. a quick, cafeteria-like meal |
| _____ 2. Gasthof | b. a full meal served to you at a modest cost |
| _____ 3. Schnell buffet | c. coffee and pastry |

Use the menu on the next page to answer these questions.

4. Which item is a soup?

_____ 1 _____ 5 _____ 10 _____ 13

5. Which item is beef?

_____ 3 _____ 7 _____ 9 _____ 11

6. How much would your bill be for #7, 9 and 13?

DM _____

7. How much would your bill be for onion soup with baked cheese, trout with almond butter, and an ice cream sundae?

DM _____

Match the statement on the right with the German on the left.

- | | |
|-----------------------------|--|
| _____ 8. Guten Appetit | a. A sign you might see in the window. |
| _____ 9. Heulte ist Ruhetag | b. What you might say when you enter a restaurant. |
| _____ 10. Ist hier frei? | c. What the waiter might say when he serves you. |

SPEISEKARTE

Vorspeisen

1	1/2 Dtzd. Weinbergsschnecken	DM	7.00
2	Geflugsalat "Burgfraulein"	DM	10.50
3	Frische Champignons gebacken	DM	9.50
4	Gefüllte Artischocken mit Garnelen	DM	14.00

Suppen

5	Hausgemachte Zwiebelsuppe mit Kase überbacken	DM	5.00
6	Fasanenkraftbrühe mit altem Sherry Kasestange	DM	4.50
7	Hausgemachte Rahmsuppe	DM	3.80

Spezialitäten

8	Kalbsnieren "Monsier" Rahm-Champignon-Cognac Schwenkkartoffeln	DM	15.50
9	Rumpsteak vom Rind "Burggritter Art" mit Edelkase überbacken, Lyonerkartoffeln	DM	13.50
10	Wildschweinbraten hausgemachte Spätzle, Preiselbeeren	DM	17.80
11	Forelle in Mandelbutter, Salzkartoffeln	DM	19.00

Nachtische

12	Gemischtes Eis mit Sahne	DM	3.80
13	Pfirsich Melba	DM	5.50
14	Eisbecher Spezial	DM	6.00

THE COMMUNITY CAPER

What agency in the military community would you go to if:

1. You want to learn more about and get more experience in your hobby of photography?

2. You want to prepare for your promotion board by studying FM's, TM's, TC's and other Army publications?

3. You want your spouse to be able to use your DPP account while you're in the field?

4. You've been very depressed lately and would like someone to help you?

5. You need information about taking the train to Hamburg in northern Germany?

Which of the following actions would help and which would hurt your chances of getting the services you want from an agency? Circle HELP or HURT.

- | | | |
|------|------|--|
| HELP | HURT | 6. Repeat a question or a request using other words if an agency person doesn't seem to understand you. |
| HELP | HURT | 7. Find out what materials you need to get the service you want when you show up for your appointment. |
| HELP | HURT | 8. If an agency person tells you that something can't be done, although you know it can, leave because you can't get him to do it. |
| HELP | HURT | 9. Notify an agency if you'll be late for or won't be able to keep an appointment as far in advance as you can. |
| HELP | HURT | 10. Go to another person at the agency or to the manager/supervisor when you have a bad experience with a particular agency. |

THE COMMUNITY CAPER

What agency in the military community would you go to if:

1. You're going camping and want to rent a tent?

2. You want to prepare for your SQT by studying TEC lessons?

3. You want a buddy to sell your car for you after you PCS to CONUS?

4. You're having financial problems and want counseling to help you solve them?

5. You want to take a tour to Paris?

Which of the following actions would help and which would hurt your chances of getting the services you want from an agency? Circle HELP or HURT.

HELP HURT 6. If an agency person doesn't understand what you want, leave because he probably can't help you.

HELP HURT 7. Find out what materials (forms, money, etc.) you need to obtain a service before you go for an appointment.

HELP HURT 8. Be assertive. Know what your rights/privileges are and don't take "NO" for an answer.

HELP HURT 9. If you can't keep an appointment, go in the next soonest day you can.

HELP HURT 10. If you have a bad experience at a particular agency, don't go back.

THE GOODS TO GO

Match the German word for a kind of store on the left with the kind of goods it sells on the right.

- | | |
|--------------------------|-------------------------------|
| _____ 1. Drogerie | a. meat and sausages |
| _____ 2. Metzgerei | b. over-the-counter medicines |
| _____ 3. Moebelgeschaeft | c. furniture |

Use the American - German size conversion chart to fill in the blanks.

	U.S. size	German size
4. Men's slacks	42	_____
5. Women's dress	_____	42

What do these clothing care symbols mean?

6.



7.



A German cuckoo clock costs DM 359:

8. If the exchange rate is \$1 = DM 2.45, what is the cost in dollars?

\$ _____

9. How much could you save from the cost if you didn't pay the value added tax?

DM _____

10. Explain what Kurzer Samstag means.

Last 4 SSA# _ _ _ _

THE GOODS TO GO

Match the German word for a kind of store on the left with the kind of goods it sells on the right.

- | | |
|-----------------------|---------------------------|
| _____ 1. Apotheke | a. bread and rolls |
| _____ 2. Baeckerei | b. books, maps, calendars |
| _____ 3. Buchhandlung | c. prescription medicine |

Use the American - German size conversion chart to fill in the blanks.

	U.S. size	German size
4. men's shirt	15 1/2	_____
5. women's shoe	_____	38

What do these clothing care symbols mean?

6.



7.



A set of German china costs DM 478:

8. If the exchange rate is \$1 = DM 2.35, what is the cost in dollars?

\$ _____

9. How much could you save from the cost if you didn't pay the value added tax?

DM _____

10. Explain what Langer Samstag means.

American-German Size Conversion Chart

WOMEN:

BLOUSES AND SWEATERS

U.S.	32	34	36	38	40	42
German	40	42	44	46	48	50

DRESSES AND SUITS

U.S.	10	12	14	16	18	20
German	38	40	42	44	46	48

SHOES

U.S.	4	5	6	7	8	9
German	35	36	37	38	39	40

MEN:

SUITS, COATS, SLACKS AND JACKETS

U.S.	34	36	38	40	42	44
German	44	46	48	50	52	54

SHOES

U.S.	8	9	10	11	12	13
German	39	40	41	42	43	44

SHIRTS

U.S.	14	14-1/2	15	15-1/2	15-3/4	16	16-1/2	17
German	36	37	38	39	40	41	42	43

Hints for Converting:

1. For blouses, add 8 to U.S. sizes (e.g., U.S. 34 = German 42).
2. For dresses/skirts, add 28 to U.S. Size.
3. For shoes, add 31 to U.S. size.

The SOFA Saga

1. To register a privately owned vehicle (POV) for the first time, you need the following items. One item is missing. Write it in.

- a. Proof of ownership
- b. \$5.00 registration fee
- c. USAREUR operator's license
- d. double white insurance card
- e. AE Form 1598
- f. _____

Compute the estimated conversions:

2. 60 km/h = _____ mph

3. _____ km/h = 60 mph

Who has exclusive or primary jurisdiction (legal authority) in the following cases?

4. An E-4 driving his POV under the influence of alcohol.

_____ German

_____ U.S. military

5. Two GIs have a fight in a German bar and hurt each other and property of the bar.

_____ German

_____ U.S. military

Decide if the following actions are legal or illegal in USAREUR.

6. To give a German friend a pack of cigarettes you bought at the PX.

_____ legal

_____ illegal

7. To send three bona fide gifts worth \$10, \$20, and \$18 in one box duty free.

_____ legal

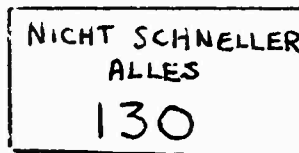
_____ illegal

What do these signs mean?

8.



9.



10. The German Emergency (Notruf) phone number is _____.

The SOFA Saga

1. To register a privately owned vehicle (POV) for the first time, you need the following items. One item is missing. Write it in.

- a. AE Form 1598
- b. Proof of vehicle inspection
- c. USAREUR operator's license
- d. \$5.00 registration fee
- e. Proof of ownership
- f. _____

Compute the estimated conversions:

2. 70 km/h = _____ mph

3. _____ km/h = 70 mph

Who has exclusive or primary jurisdiction (legal authority) in the following cases?

4. A soldier AWOL for 3 days.

_____ German

_____ U.S. military

5. A PFC who fled the scene of an accident.

_____ German

_____ U.S. military

Decide if the following actions are legal or illegal in USAREUR.

6. To give a German friend a liter of scotch you bought at the Class VI.

_____ legal

_____ illegal

7. To mail a \$250 cuckoo clock you bought in Germany for yourself to the U.S. duty free when you PCS.

_____ legal

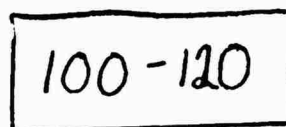
_____ illegal

What do these signs mean?

8.



9.



10. The military ambulance phone number is _____.

APPENDIX O

Items Concerning Participants' Perceptions
of Results of Completing Programs #1-5

The Triple Treat

Check the statements below which are true for you. As a result of completing this program,

- ☐ I have learned some words and phrases I can use when I go to a German eating place.
- ☐ I have learned some German customs and ways of behaving when eating out.
- ☐ When I go to a German eating place, I'll feel more comfortable because I have more knowledge and skills.
- ☐ I'm more likely to go to German eating places now.

Last 4 SSA# _ _ _ _

THE COMMUNITY CAPER

Check the statements below that are true for you.

As a result of completing THE COMMUNITY CAPER,

- ☐ 1. I know more about the services available to me from USAREUR agencies.
- ☐ 2. I know some things I can do to help me get the information or services I want from an agency.
- ☐ 3. I am more likely to use USAREUR agencies now.

The Goods To Go

Check the statements below which are true for you. As a result of completing this program,

- _____ I have learned some words and phrases I can use when I go to a German store.
- _____ I have learned some German customs and ways of behaving when shopping.
- _____ When I go shopping in a German store, I'll feel more comfortable because I have more knowledge and skills.
- _____ I'm more likely to go shopping on the German economy now.

The SOFA Saga

Check each of the statements below which are true for you.

AS A RESULT OF COMPLETING THE SOFA SAGA,

- ☐ 1. I have a better idea of my legal status in Germany.
- ☐ 2. I have learned some new knowledge and skills that will help me to do things legally/correctly.
- ☐ 3. I have a better idea of what to do if I am stopped by the German police.
- ☐ 4. I'm more likely to go to the Legal Assistance Office if I have a legal question or problem.

APPENDIX P
Items Used for Reactions
to
Programs #2-5

Look at the pictures of the characters below. Find the words that describe each person in the list. Write the letters of the descriptions in the spaces below each character. Then add other words you think describe each person.

Descriptions:

- a. gets excited easily
- b. not too swift
- c. easy going
- d. good source of knowledge
- e. leader of the group
- f. conceited

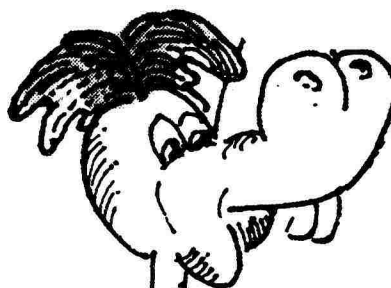
- g. goes off "half-cocked"
- h. not very energetic
- i. kinda formal
- j. loyal buddy
- k. absent-minded
- l. tries hard



STRAC WILLIE



DR. ZAP



CHESTER BOONDOGGLE

Other words:

What military ranks would you give the characters? (e.g. E-1, O-2)

Strac Willie _____
 Dr. Zap _____
 Chester Boondoggle _____

What did you think of the tape for the radio program? Place a check in the blank in each line that is closest to your opinion.

lots of good information	___	___	___	___	___	___	no good information
helpful	___	___	___	___	___	___	not helpful
interesting	___	___	___	___	___	___	boring
funny	___	___	___	___	___	___	dull
too short	___	___	___	___	___	___	too long

If this program came on AFN-radio, would you have listened to each part all the way through?

___ Yes

___ No If not, why not? _____

Who would you recommend should listen to this program?

What did you think of the newspaper supplement? Place a check in the blank in each line that is closest to your opinion.

lots of good information	___	___	___	___	___	___	no good information
helpful activities	___	___	___	___	___	___	useless activities
too easy	___	___	___	___	___	___	too difficult
looks good	___	___	___	___	___	___	looks bad

Would you enter the COPING CONTEST?

___ Yes

___ No, why not? _____

Go to page 8 of the newspaper. Rate the activities. Write what you liked best and least about the total program (both audio tape and newspaper).

APPENDIX Q

Items Concerning Knowledge of
and Interest in the Topics of
Doing It in Deutschland
and
Responses

I. How much do you now know about each of the following topics. Place a check in the blank between "I know nothing" and "I know a great deal" which is closest to your knowledge.

	I know nothing						I know a great deal
Using public transportation in Germany (trains, buses, strassenbahns, taxis, etc.)	_____	_____	_____	_____	_____	_____	_____
Eating out on the German economy	_____	_____	_____	_____	_____	_____	_____
Using military community services (e.g. for recreation, health, finances, legal, family needs)	_____	_____	_____	_____	_____	_____	_____
Shopping on the German economy	_____	_____	_____	_____	_____	_____	_____
Legal aspects of living in Germany	_____	_____	_____	_____	_____	_____	_____
Personal and/or Family Finance	_____	_____	_____	_____	_____	_____	_____
Personal and/or Family Health and Welfare	_____	_____	_____	_____	_____	_____	_____
Using Education and Training Opportunities	_____	_____	_____	_____	_____	_____	_____

II. How interested are you in learning more about each of the following topics?
Place a check in the blank between "Not at all interested" and "Extremely interested" which is closest to your interest.

	Not at all interested						Extremely interested
Using public transportation in Germany (trains, buses, strassenbahns, taxis, etc.)	_____	_____	_____	_____	_____	_____	_____
Eating out on the German economy	_____	_____	_____	_____	_____	_____	_____
Using military community services (e.g. for recreation, health, finances, legal, family needs)	_____	_____	_____	_____	_____	_____	_____
Shopping on the German economy	_____	_____	_____	_____	_____	_____	_____
Legal aspects of living in Germany	_____	_____	_____	_____	_____	_____	_____
Personal and/or Family Finance	_____	_____	_____	_____	_____	_____	_____
Personal and/or Family Health and Welfare	_____	_____	_____	_____	_____	_____	_____
Using Education and Training Opportunities	_____	_____	_____	_____	_____	_____	_____

Perceived Knowledge of Life Coping Skills Topics
(Tryout Participants - Programs 2-5)

<u>Topic</u>	#2	#3	X Rating #4	#5	<u>Overall</u>
Using public transportation in Germany (trains, buses, strassenbahns, taxies, etc.)	4.87	4.90	4.65	4.67	4.78
Eating out on the German economy	4.87	4.63	4.90	4.67	4.78
Using military community services (e.g., for recreation, health, finances, legal, family needs)	5.26	4.15	4.35	4.56	4.61
Shopping on the German economy	5.09	4.40	4.85	4.78	4.79
Legal aspects of living in Germany	2.87	3.16	3.20	2.50	2.94
Personal and/or family finance	3.95	4.37	4.70	4.00	4.25
Personal and/or family health and welfare	3.95	4.45	4.40	4.11	4.22
Using education and training opportunities	5.13	4.75	4.80	5.00	4.93

*Semantic Differential "1" = "I know nothing" through "7" = "I know a great deal"
n = 81

Expressed Interest in Life Coping Skills Topics
(Tryout Participants - Programs #2-5)

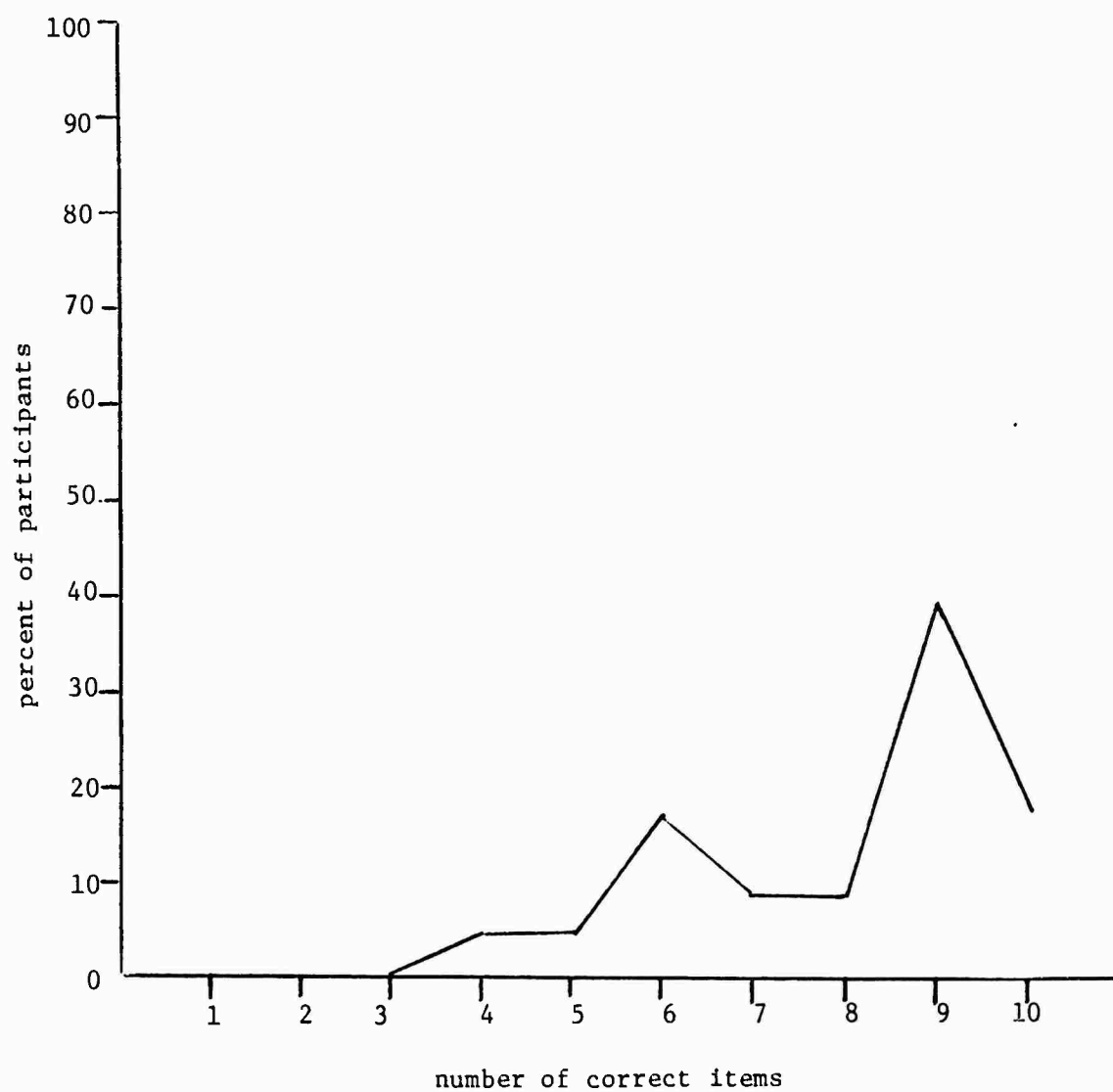
<u>Topic</u>	<u>\bar{X} Rating*</u>				
	#2	#3	#4	#5	<u>Overall</u>
Using public transportation in Germany (trains, buses, strassenbahns, taxies, etc.)	6.13	5.50	5.60	5.28	5.65
Eating out on the German economy	5.83	5.30	6.20	5.28	5.67
Using military community services (e.g. for recreation, health, finances, legal, family needs)	6.22	5.10	5.90	5.22	5.64
Shopping on the German economy	6.09	5.30	6.25	5.17	5.73
Legal aspects of living in Germany	5.83	5.10	5.55	5.28	5.46
Personal and/or family finance	6.17	5.00	5.95	4.61	5.48
Personal and/or family health and welfare	6.04	5.20	6.00	5.00	5.59
Using education and training opportunities	6.39	5.70	5.95	5.50	5.91

*Semantic Differential: "1" = "Not at all interested" through "7" = "Extremely interested"
n = 81

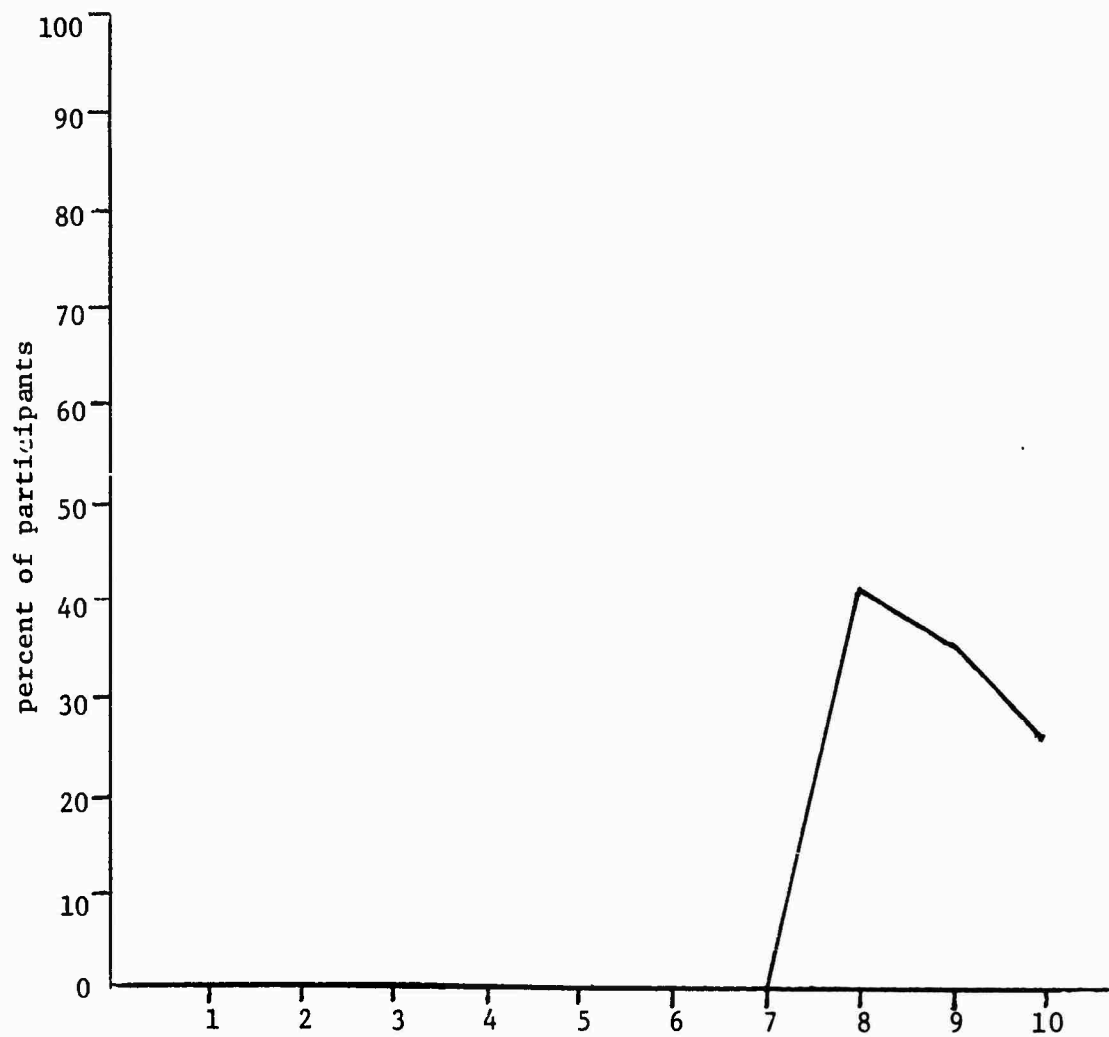
APPENDIX R

Distribution of Posttest Scores

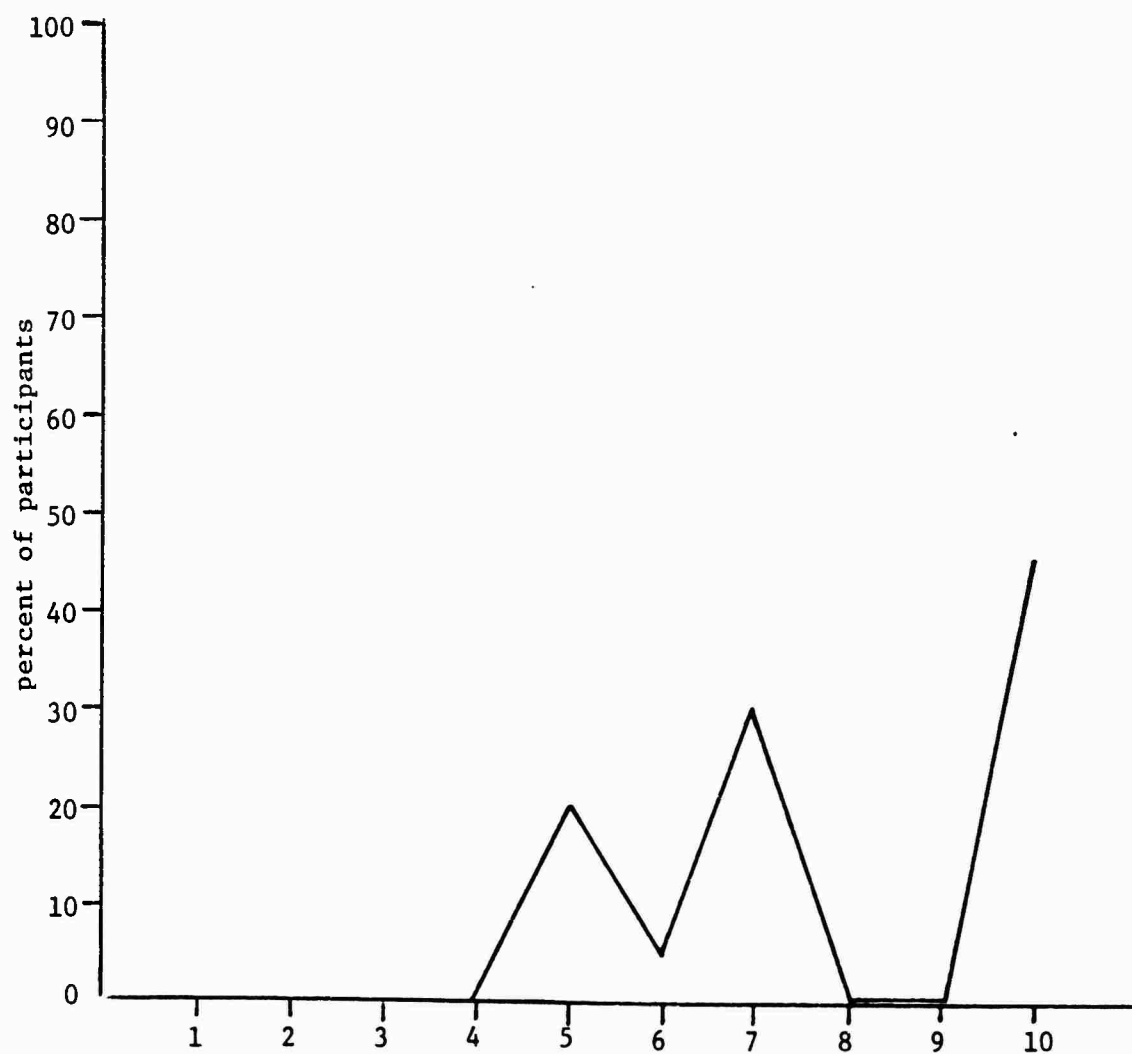
Programs #2-5



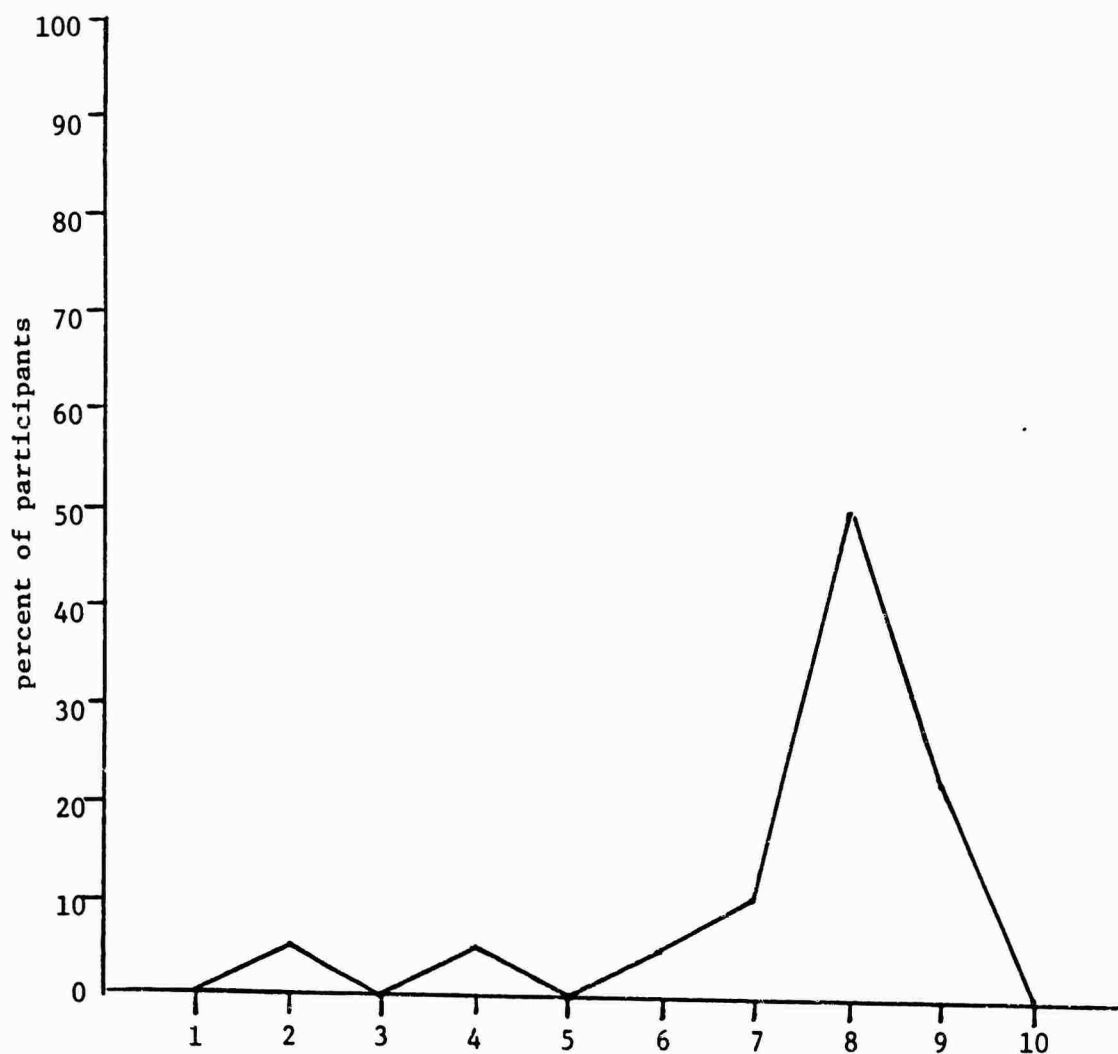
Distribution of Posttest Scores
for Program #2
(The Triple Treat)



Distribution of Posttest Scores
for Program #3
(The Community Caper)



Distribution of Posttest Scores
for Program #4
(The Goods to Go)



Distribution of Posttest Scores
for Program #5
(The Sofa Saga)

APPENDIX S

Activity Ratings

Programs #2-5

Activity Ratings
The Triple Treat
(Program #2)

	\bar{X} (1 = low; 4 = high)
1. Rate Yourself: Are you a Four Star Restauranter? (p. 1)	2.95
2. Are you a menu master? (p. 6)	2.95
3. Check the check (p. 6)	2.91
4. Doing Your Own Thing: Saying it Right (p. 6)	2.91
5. On Your Own Turf (p. 6)	3.20
6. Check It Out: Can You Cope (p. 7)	2.94
7. Coping Contest (p. 7)	2.71
8. Crypto Code (p. 8)	2.25

Activity Ratings
The Community Caper
(Program #3)

\bar{X}
(1 = low;
4 = high)

1. Getting What You Want From Agency Services (p. 1)	2.47
2. The Resources Race (p. 4-5)	2.77
3. Doing It Yourself (p. 6)	2.71
4. On Your Own Turf (p. 6)	2.42
5. Check It Out: Can You Cope? (p. 7)	2.63
6. Coping Contest (p. 7)	2.69
7. Agency Scramble (p. 8)	2.81

Activity Ratings
The Goods to Go
(Program #4)

	\bar{X} (1 = low; 4 = high)
1. Super Schnupper (p. 1)	2.00
2. It's Your Turn to Play a Role (p. 6)	3.00
3. Was Gibt's (p. 6)	2.65
4. Are You Ready to Save DM? (p. 6)	3.00
5. How Do You Measure Up? (p. 6)	2.86
6. Was Ist Was?	2.73
7. Shop for Yourself (p. 6)	2.64
8. Check It Out: Can You Cope? (p. 7)	3.50
9. Coping Contest (p. 7)	3.00
10. Word Search Puzzle (p. 8)	2.91

Activity Ratings
The SOFA Saga
(Program #5)

	\bar{X} (1 = low; 4 = high)
1. Playing the Numbers (p. 1)	2.77
2. On the Road (p. 6)	2.80
3. KM/H - MPH (p. 6)	2.93
4. Legalese (p. 6)	2.70
5. Who Will You See in Court? (p. 6)	2.80
6. Legal or Illegal? (p. 6)	3.25
7. Send a Bonafide Gift (p. 6)	2.92
8. Check It Out: Can You Cope? (p. 7)	3.14
9. The Coping Contest (p. 7)	3.00
10. Fractured Phrases (p. 8)	3.18

APPENDIX T

Open-Ended Responses

to Programs #2-5

Responses to Open-ended Questions
(Program #2 - "The Triple Treat")

Participant #	Listen carefully	If not, why not?	Enter contest	If not, why not?	Best liked part of program	Least liked part of program
1	yes		yes		It does help	
2	yes		yes		Games	I wasn't in the mood.
3	yes		yes		All of it was worth listening to. It can help me to go where I want to.	none
4	no	I don't get AFN radio at my house.	no	I really don't dig puzzles.	Everything	
5	yes		no	I don't want to	Are You a Menu Master?	
6	yes		yes		It can be very helpful to a person who doesn't know German.	
7	yes		yes		The activities and the tape	nothing
8	yes		yes		It was informing and helpful	Reading the long German words
9	yes		yes		The stories and the problems	I didn't know the meanings of the German words.
10	yes		yes		Learning places to go for certain foods	The tape
11	no		yes		Information that was put out	Didn't have much time to finish
12	yes		no		Very interesting	nothing
13	yes		yes	I have to learn German	Learning to get out with the Germans	
14	yes	Too childish	yes		It's helpful for new people to Germany	Should be a little more difficult
15	yes		no	--	The questions	
16	yes		yes		The Coping Contest	Too long
17	yes		yes		The tape-it stops to tell you the meaning of things. It's something different.	I like it all.
18	yes		yes			
19	yes		yes		It was very interesting and helpful.	nothing
20	yes		yes		It gives you German phrases.	
21	no	I may have errands.	yes		It helped me.	The Crypto-Code
22	yes		yes			
23	yes		no	I don't want to make a fool of myself.		
			87%			
			74%			
			yes			

Responses to Open-ended Questions
(Program #3 - "The Community Caper")

Interview #	Listen entirely	If not, why not?	Enter contest	If not, why not?	Best liked part of program	Least liked part of program
1	no	It's not characterized right	yes		A good source of information	The basic characters on the tape.
2	no	I read or write at night	yes			
3	no	Cuz it's for kids	no	I don't want to	It had good information. Gives information if you need it.	nothing
4	yes		yes		Told me where I could get info	Boring characters, plot
5	no	I'd rather just ask someone	yes			
6	no	I would be working or playing records	no	I don't know what it is.	Had helpful information.	Plot of the tape
7	yes		yes		Provided helpful information.	nothing
8	yes		yes		It lets you know a lot about helpful agencies.	
9	yes		yes		Helps you become aware of different programs.	
10	yes		no		It had a plot, not just outright information	Story keyed to low intelligence
11	no	I'd find something better to do.	yes		Found out things about the community.	Bring the level up.
12	no	I'd rather have music.	yes		It was generally good.	nothing
13	no	Made for a young mind.	no	I don't enter contests	Will reach a lot of people.	I don't care for that type of dialogue.
14	no	Not very interesting	no	Not interested.		Agency Scramble
15	yes		yes		Good information	
16	no		no	Don't enter contests.		
17	yes		yes		Very helpful; the characters It describes when I first arrived in Europe.	I wasn't really in the mood. The game.
18	maybe		no	I never win.	Agency Scramble	
19	no	Boring.	no	Silly prizes	Lots of information	
20	no	For kids	yes			
	42%		60%			
	yes		yes			

Responses to Open-ended Questions
(Program #4 - "The Goods to Go")

Participant #	Listen entirely	If not, why not?	Enter contest	If not, why not?	Best liked part of program	Least liked part of program
1	no	It's kinda boring.	yes		It's okay...	but kinda boring.
2	yes		yes		The info it puts out	
3	yes		yes		Very helpful	None of it is wasteful.
4	no	I don't listen to cartoon programs.	yes		Had some good things to know.	Program was a little strange.
5	yes		yes			
6	yes		yes		Everything was okay.	"How Do You Measure Up?"
7	yes		yes		The tape, Was Gibts, Shopping for myself, translating	nothing
8	no	too long	yes		Informative; educational; will help a lot.	Listening to the tape.
9	no	I don't like to learn from a tape-casser from a book.			Learning so many helpful things about shopping and metrics	
10	no	Just listening doesn't help me learn	no			
11	no	Wouldn't have time	yes		Everything was good.	Nothing was disliked.
12	no	I don't relate to Germany too much; not really interested in German ways	no	Doesn't interest me.	Activities were okay.	Does not interest me because I don't care for Europe.
13	no	I don't have a radio.	no	No time		
14	no	Would lose interest	no	I'm not sure of answer	The illustrations	It tried my intelligence.
15	yes		yes		Kind of information it gave	I don't go out on the economy
16	no	Not very interesting	no	Not interesting enough	It was very helpful.	
17	yes		yes		The newspaper and tape were enjoyable	
18	yes		no	Prizes for kids		
19	yes		yes		Useful, helpful tips in program	nothing
20	no	No time	no			
			45%			
			60%			
			yes			

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Responses to Open-ended Questions (Program #5 - "The SOFA Saga")

Participant #	Listen entirely	If not, why not?	Enter contest	If not, why not?	Best liked part of program	Least liked part of program
1	no	I know most of it	yes		Fractured Phrases	
2	yes		yes		It teaches you a lot on the laws in Germany	
3	yes		yes			
4	yes		yes		Informative; enjoyed the contest	Some questions should be easier to understand.
5	yes	Depends on what I was doing.	no			
6	yes	If I was in the car.	yes		Gives us info we rarely come across.	Everything is fairly decent.
7	maybe	Depends on what I was doing.	maybe	It depends.	Very self-explanatory; really helps	
8	no	I don't listen to AFN	yes		It covered everything	
9	yes		yes		It is helpful even if you've been here awhile.	I liked the whole program.
10	yes		yes		Fractured Phrases	none
11	yes		yes		Tape and supplement provide good and useful information	Characters a little corny.
12	yes		yes		The information is complete and helpful.	
13	no	It sounds too childish.	yes		The newspaper was interesting and helpful.	The tape could have different voices.
14	yes		yes		Made me aware of a lot of things I didn't know.	
15	yes		yes		Really enjoyed newspaper alot; very helpful.	All was okay.
16	yes		yes		Check it Out: Can You Cope?	The Coping Contest
17	yes		yes		Fractured Phrases; Whole program, very helpful to newcomers	
18	no	We put up with them people everyday-Why should I listen to them on my free time?	no	I don't like Germans or Germany.	It had a little challenge- an interesting challenge.	The writers seem to think we are young.
					<hr/>	
					72%	
					83%	
					yes	

APPENDIX U

Perceptions of Characters

Programs #2-5

PERCEPTIONS OF CHARACTERS
(Programs #2-5)

Percent Participants Describing

<u>Description</u>	<u>STRAC WILLIE</u>					<u>DR. ZAP</u>					<u>CHESTER BOONDOGGLE</u>				
	#2	#3	#4	#5	All	#2	#3	#4	#5	All	#2	#3	#4	#5	All
a. gets excited easily	30	83	65	50	55	0	0	0	6	1	70	25	35	45	48
b. not too swift	9	17	50	12	22	13	8	5	6	8	74	67	50	86	70
c. easy going	39	26	15	29	29	39	42	55	24	48	22	34	26	36	28
d. good source of knowledge	17	9	5	13	12	78	89	85	76	84	4	0	0	0	2
e. leader of the group	22	8	20	23	20	70	94	80	69	78	0	0	0	0	0
f. conceited	83	85	60	73	78	13	0	15	21	14	0	8	0	0	1
g. goes off "half-cocked"	52	51	55	40	55	13	0	0	15	8	22	36	40	43	36
h. not very energetic	30	0	15	20	20	44	69	45	48	52	22	26	30	31	28
i. kinda formal	44	17	10	19	26	52	71	45	82	66	4	9	10	6	8
j. loyal buddy	30	25	15	29	26	30	8	10	19	21	35	62	50	38	47
k. absent-minded	9	25	20	48	27	13	0	5	0	7	78	62	70	53	72
l. tries hard	17	55	20	18	28	22	8	5	6	13	52	71	40	64	61

Military Ranks Assigned to Characters

<u>RANK</u>	<u>STRAC WILLIE</u>					<u>DR. ZAP</u>					<u>CHESTER BOONDOGGLE</u>				
	#2	#3	#4	#5	All	#2	#3	#4	#5	All	#2	#3	#4	#5	All
E-1	13		35	13	17			5	6	3	52	50	40	44	49
E-2		8	25		9						4	25	20	17	16
E-3		25	10		7	4		5		3	13	25	10	6	13
E-4	17	33	5	20	17	4	8	5		4	13		5	6	7
E-5	9	17	10	20	13	4	8	5	6	6	4		10	6	6
E-6	9	8	10	20	11	13	25		13	11	4				
E-7	13		7		6	9	17	15	6	10			5		1
E-8						4		15		7					
E-9															1
O-1	17		5	7	9	4		5	6	4			5		1
O-2	17	8		13	10	22	33	20	44	28	4				1
O-3	4				1	22	8	15	13	16	4		6		3
O-4						13		5		6					
O-5								5	6	3					
O-6													6		1

APPENDIX V

Summary of Observations of
Instructional Process

Programs #2-5

Instructional process. Data about how the participants proceeded through the materials were collected in several ways: HumRRO staff observed as participants used the programs, participants discussed their reactions and staff reviewed the activities in the returned newspaper supplements. These data are outlined below for each of the four programs.

I. The Triple Treat

A. Page 1

1. Stimulated interest
2. "Four-star Restauranteer" engaged most participants

B. Page 2 - Observed participants looking at page 2 when the depicted scenes were heard.

C. Page 3

1. Referred to by all participants in order to do activities
2. Some participants requested to keep page 3.

D. Pages 4-5

1. Most skimmed these pages initially, then referred to them when doing activities
2. Appeared to be no problems with reading

E. Page 6

1. "Are You a Menu Master?"
 - a. Menu choices not readily found by some participants
 - b. German-English dictionary needed

2. "Check the Check"

- a. Problems because two menu items of mushrooms
- b. Typical reluctance to do computations

3. "On Your Own Turf" - No problems; used page 5 for reference

4. "Saying It Right"

- a. Most difficult activity on page.
- b. Some referred to page 3 for help.
- c. Some tried to pronounce phrases/words.

F. Page 7

1. "Check it Out - Can You Cope?"

- a. Some tried to use menu on page 6 instead of the one on page 4.
- b. Did not generate a lot of interest.

2. Page 2-3

- a. Page 2 was referred to when mentioned in the tape.
- b. The top of page 3 was not read or used by most participants.

3. Page 4-5 "The Resources Race Game", participants played mainly to win; needed to be reminded to look at the strategy pictures.

4. Page 6

- a. "Your POC in USAREUR" caught their attention and some discussed the meanings of the acronyms.
- b. "Doing It Yourself" was completed using the Directory.
- c. "On Your Own Turf" requires community references to complete.

5. Page 7

- a. "Check It Out: Can You Cope?" No problems in completing
- b. Contest - many mentioned that it was too easy.

6. Page 8 - "Agency Scramble" - Most participants liked doing it, should use the Directory to get the right names.

III. The Goods to Go

A. Page 1 - Some confusion as to how and where to answer "Super Schnupper" questions

B. Page 2 - Referred to during tape and when working on page 6-7.

C. Page 3 - Many participants wanted to keep this page; referred to during activities.

D. Page 4

- 1. Conversion from dollars to DMs and vice versa new to some. Multiplication less difficult than division.
- 2. "The 13% Solution" was commented upon by participants as being new to them.

E. Page 5 - referred to frequently; seemed easy to use.

F. Page 6

- 1. Because of time constraints, most participants did not complete everything. Most did not do "It's Your Turn to Play a Role" and "How do You Measure Up?"
- 2. "Are You Ready to Save DMs" was difficult for many.
- 3. Other activities were done rather easily by referring to previous pages.

G. Page 7

1. "Check It Out: Can You Cope?" - Only difficult questions required computations (1 f-g)

2. "The Coping Contest"

- a. Those who had time used a German-English dictionary and were able to complete it.

- b. Most were not able to answer #4 because they weren't listening for the answer when they heard the tape.

H. Page 8 - "Word Search Puzzle" - engaged a number of people through all the session; several did it first - required German-English dictionary.

IV. The SOFA Saga

A. Page 1

1. Phrase "under the SOFA" and title SOFA Saga elicited comments and participants read "Know Where You Stand..."

2. "Playing the Numbers - Legally" was attention-getting and people did go back to it as they came across answers in text.

B. Pages 2-5

1. People tended to pick out what they didn't know already to read.

2. No one appeared to have difficulty reading dense text.

3. Information generated discussions among participants.

4. There was too much for participants to really study and absorb during limited time. Some requested to keep paper for future reference.

- C. Page 6 - All of the activities were doable; no problem with directions; participants referred to previous pages to locate answers.
- D. Page 6
 - 1. "Check It Out: Can You Cope?" - No problems
 - 2. "The Coping Contest?" Most were interested in the task.
- E. Page 8 - "Fractured Phrases" - participants appeared to have fun doing it.

APPENDIX W

Revised Programs

'Doing it in Deutschland'~1

DOING IT IN

THE
MUNICH

Sneak Preview

Here's your chance to get some inside information! This episode of "DOING IT IN DEUTSCHLAND" is called THE MUNICH CONNECTION. The characters in this caper are:

Strac Willie

You probably know someone like Willie. He's always ready for an adventure. In fact, he'll jump in with both feet before he's sure of what he's doing! So, of course, he immediately accepts a secret mission from "Contact."

Doctor Zap

A fella like Doctor Zap is a good friend to have around! He's a fountain of knowledge with all the facts at his fingertips — that is when he can find them in his satchel! Luckily for Strac Willie, Zap could help them make their Munich Connection.

Chester Boondoggle

We all have a little Chester Boondoggle in us! He manages to get himself into a mess every now and then — but he's a good, loyal friend. He also likes to take every opportunity to get away (TDY?) — thus his nickname "Boondoggle." He couldn't turn down a trip to Munich, could he? Even if he didn't know why he was going!

You will meet this fearless threesome and find out about their secret mission on AFN radio.

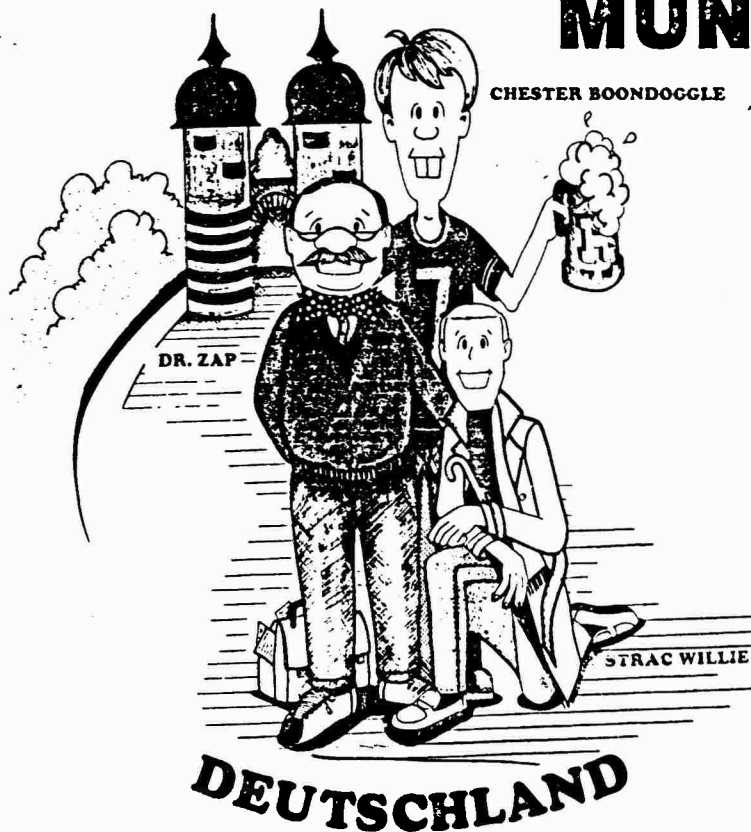
Listen to THE MUNICH CONNECTION and find out all you need to know to get around in Germany. As you listen, use the pictures and information which follow. When the program is over, the other information and activities will help you become an expert on using public transportation wherever you live in Germany.

Schedule of AFN Broadcasts

Monday, 31 January — 1100 hours

Wednesday, 2 February — 1900 hours

Saturday, 5 February — 1220 hours



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What's IT All About

THE MUNICH CONNECTION is one of a series of programs about DOING IT IN DEUTSCHLAND. Each episode is about a different "IT." Have you ever needed or wanted to do the following things in Germany? Use public transportation ... Shop on the economy ... Eat out on the economy ... Understand the legal aspects of living in Germany. If your answer is "YES," be sure to listen to the AFN radio broadcast and use the Stars and Stripes insert for each episode. It won't be long before you'll be "Doing IT in Deutschland" too! If you miss a program, go to your Education Center. They'll have all of the programs for you to use on your own.

You Have to Cope to Win!

Listen to THE MUNICH CONNECTION on AFN radio and complete the following pages. Then enter THE COPING CONTEST. You can be a winner! You might be one of 25 people who win a "DOING IT IN DEUTSCHLAND" T-shirt. The T-shirt design will look like the picture above.

See page 7 for THE COPING CONTEST rules.

SPECIAL CONTEST OFFER:

The German Federal Railway is offering their DB (Deutsche Bundesbahn) T-shirts to an additional 25 "Munich Connection" winners!

Rate Yourself — Are You Fit To Be A Secret Agent?

Find out your "007" rating. To be a secret agent you must be able to get around. Can you find your way around Germany?

	Always	Sometimes	Never		Always	Sometimes	Never
1. Can you find a Strassenbahn, bus, and taxi when you need one?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	9. Do you know where to go to get help or information about getting around in Germany?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Do you know where the Bahnhof is?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10. Can you figure out how much it costs you when you use the train, bus, taxi, and Strassenbahn?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Can you read a map to see where buses and Strassenbahns go?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11. Can you figure out how long it will take to get to another city?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Can you read a German train schedule?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	12. Do you know what the signs mean that are used on trains, buses, and Strassenbahns?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Can you read the Strassenbahn and German bus schedule?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	13. Do you know the rules and regulations when using trains, buses, Strassenbahns and taxis?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Do you know the fastest way to get where you're going?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	14. Do you know how to act when using public transportation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Do you know the cheapest way to get where you're going?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
8. Can you plan a trip from where you live to another city in Germany?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				

For each "Always" you marked, give yourself 2 points and for each "Sometimes," 1 point. Add up your score and find out your "007" rating.

Total Points	Score	
0	=	000 You need help fast — be sure to listen to the radio program. Use the information and activities which follow for help.
1 — 7	=	001 You're getting the basics but you need more practice — keep trying. The radio program and the following information will help you a lot.
8 — 14	=	003 You're doing okay. On a train you can probably make it. Listening to the radio program and going over the following information will increase your ability to get around.
15 — 21	=	005 You're almost qualified to be on your own. But, why don't you see what else you can pick up from the radio program and the following information.
22 — 28	=	007 You're ready for your own secret mission! See if you can catch any mistakes the secret agents in the radio program have made. Can you do all of the following activities?

'Doing it in Deutschland' ~1

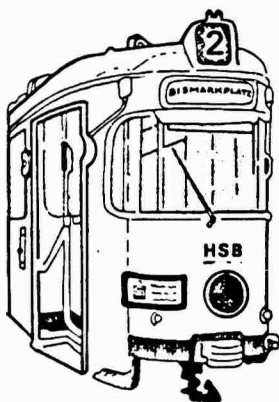
TAILING THE SECRET AGENTS . . .

Listen as the fearless threesome try to complete their mission. You can keep track of their movements by using the following information. When Doctor Zap needs to read important schedules and signs, look over his shoulder at the pictures below. When Chester Boondoggle has trouble understanding new German words and phrases, you'll have them right in front of you.



Here are Strac Willie and Doctor Zap. They're talking about their secret mission. The MUNICH CONNECTION on AFN-radio is about their adventure.

YOUR TICKET AROUND TOWN



Maybe you call this "THE STRASS." It is a Strassenbahn like those found in many German cities.

SIGNS!



Bus Stop



Reserved Seat
For Handicapped
Schwarzbehindert



Taxi Stop

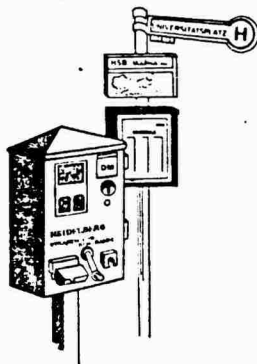


Strassenbahn Stop

Do you recognize these signs and symbols? They're the same ones our "Secret Agents" needed to know in order to use the bus and Strassenbahn.

STREET CARS AND BUSES

TICKET VENDING MACHINE



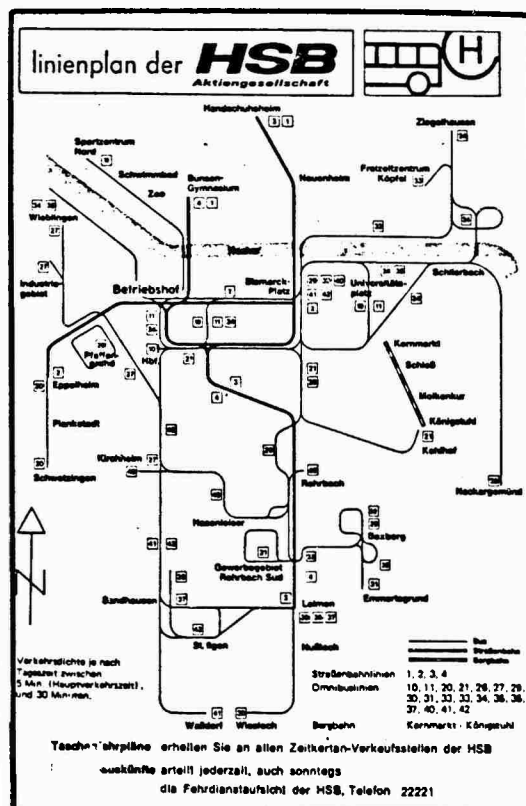
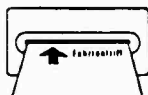
BUYING YOUR TICKET

Strac Willie and Chester bought their tickets from the driver. Many cities and towns have vending machines. In some places you may buy a ticket from either a vending machine or the driver on the bus or Strassenbahn. In other places, you must have a ticket before you get on.

Validating Your Ticket

In many cities you must validate your ticket. You usually do this by using a machine found on the bus or streetcar. It is called the Entwerter. Just push your ticket into the slot of the machine. Usually a bell will ring when the ticket has been stamped.

Keep your ticket until the end of your trip. You must have a valid ticket at all times. If an inspector asks you for a ticket and you do not have one, you must pay a fine. The fine can be DM 40 — or more!



Strac Willie and Chester used this map to help them get from Schwetzingen to the Hauptbahnhof. You'll need to use it too when you do "Doing It Yourself" and "Check It Out: Can You Cope?" on pages 6 and 7.

montags - freitags
20

Richtung: Schwetzingen - Plankstadt - Eppelheim

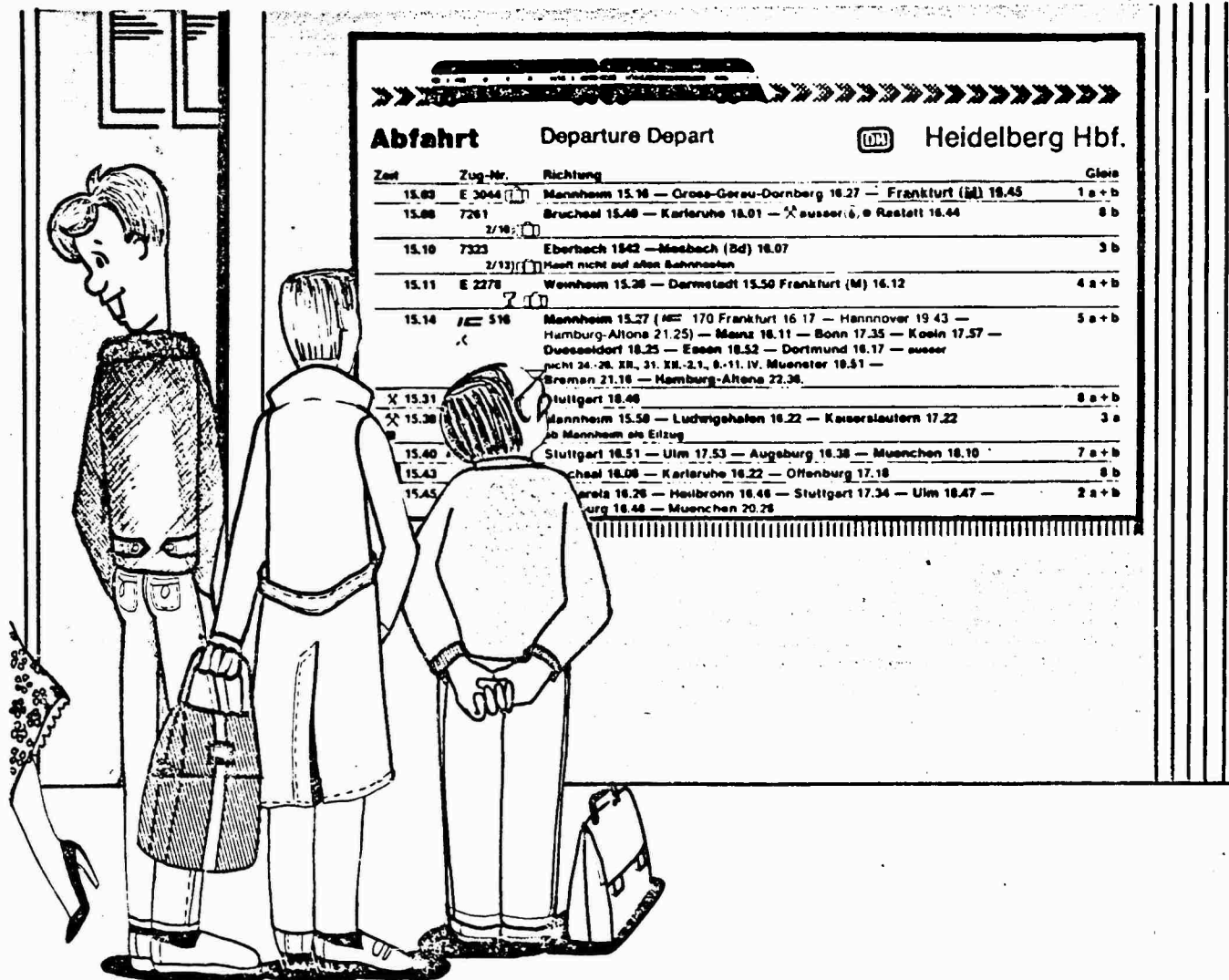
Richtung: Eppelheim - Pfaffengrund - Bismarckplatz

Buslinie	20	Schwetzing Schloßpl	ab	-	0512	-	-	0552	-	0612	-	0632	1932	-
		Herzogstraße	ab	-	0515	-	-	0555	-	0615	-	0635	1935	-
		Aug.-Nauhaus-Str.	ab	-	-	-	-	0558	-	0618	-	0638	1938	-
		Altenheim	ab	-	0517	-	-	0557	-	0617	-	0637	1937	-
		Plankstadt Rathaus	ab	-	0518	-	-	0558	-	0618	-	0638	1938	-
		Eisenbahnstraße	ab	-	-	-	-	0559	-	0619	-	0639	1939	-
		Eppelheim Friedhofab	ab	-	0525	-	-	0605	-	0625	-	0645	1945	-
		Eppelh. Kirchh. Str.	an	-	0527	-	-	0607	-	0627	-	0647	1947	-
		Umsat	Umsat	Umsat	Umsat	Umsat	Umsat	Umsat	Umsat					
		Eppalh. Kirchh. Str.	ab	0510	-	0530	0550	0600	0610	0620	0630	0640	0650	1950
Eppelheim Rathaus	ab	0511	-	0531	0551	0601	0611	0621	0631	0641	0651	1951	2001	
Eppelheim Jakobsg.	ab	0512	-	0532	0552	0602	0612	0622	0632	0642	0652	1952	2002	
Kranichweg	ab	0513	-	0533	0553	0603	0613	0623	0633	0643	0653	1953	2003	
Pfaffengrund/Slotz	ab	0515	-	0535	0555	0605	0615	0625	0635	0645	0655	1955	2005	
Marktstraße	ab	0515	-	0535	0555	0605	0615	0625	0635	0645	0655	1955	2005	
Industriestraße	ab	0516	-	0536	0556	0606	0616	0626	0636	0646	0656	1956	2006	
Czernybrücke Süd	ab	0519	-	0539	0559	0609	0619	0629	0639	0649	0659	1959	2009	
Czernybrücke	ab	0520	-	0540	0600	0610	0620	0630	0640	0650	0700	2000	2010	
Betriebshof	ab	0522	0536	0542	0556	0602	0612	0622	0632	0642	0652	0702	2002	2012
Mittermaierstraße	ab	0523	0537	0543	0557	0603	0613	0623	0633	0643	0653	0703	2003	-
Bluntschlistraße	ab	0524	0538	0544	0558	0604	0614	0624	0634	0644	0654	0704	2004	-
Romarsstraße	ab	0525	0539	0545	0559	0605	0615	0625	0635	0645	0655	0705	2005	-
Hallenbad	ab	0526	0540	0546	0600	0606	0616	0626	0636	0646	0656	0706	2006	-
Bismarckplatz	an	0527	0541	0547	0601	0607	0617	0627	0637	0647	0657	0707	2007	-

Umsat = Umsatzen in Eppelheim von Bus auf Straßenbahn

To get from Schwetzingen to the Hauptbahnhof, Strac and Chester took bus #20 and Strassenbahn #2. Remember, Strac told Chester about "alle 10 Minuten."

'Doing it in Deutschland'~1



MORE SIGNS!



Deutsche Bundesbahn



No Smoking Allowed
Nichtraucher



Smoking Allowed
Raucher



Locker
Gepäckaufbewahrung



Don't drink
the Water



Information/
Auskunft

WC

Toilet

These are the signs Strac Willie and his companions saw at the Bahnhof and on the train. Look for them the next time you use the DB!



Alia! Now you see how Strac was able to get Chester back on the train. Quite an umbrella, isn't it?

'Doing it in Deutschland'-1

DECODING TRAIN SCHEDULES . . .

POSTED AT BAHNHOF

If you need information about trains leaving from that Bahnhof, look for the YELLOW posters which say ABFAHRT—DEPARTURES at the top. If you want to know about trains coming into that station, look for the WHITE posters which are titled ANKUNFT—ARRIVALS.

The first column is labeled Zeit which means "time." The German train system uses the 24-hour clock just like the U.S. Army. The trains are listed in chronological order. So the first train listed will be the first train to depart/arrive after 0.00 (midnight). The last train listed will be the last train to depart/arrive before midnight. The times are given to the exact minute — example: 6:43. Remember, German trains leave on time, so be there early!

A clue to how fast a train makes its trip is given on the YELLOW ABFAHRT—DEPARTURE schedules. RED ink is used for fast trains which do not stop at each station along the route. BLACK ink means trains stop at each station along the way whether they are listed on the schedule or not.

Abfahrt — Departures — Depart			
Zeit (time)	Zug-Nr. (train)	In Richtung (departs for)	Gleis (track)
21.24	E 3550	Friedberg 21.45 — Bad Nauheim 21.50 Giessen 22.10 — Siegen 23.59	12

The second column is headed Zug Nr. Here you will find the train number. Often there will be a letter in front of the number. This tells you the type of train it is. Refer to "Understanding Train Schedules" on this page for the different types of trains.

The third column of the ABFAHRT—DEPARTURE schedule tells you where the train is going. The ANKUNFT—ARRIVAL schedule lists the places the train has come from. On the YELLOW schedule, in Richtung means "in the direction of." On the WHITE schedule, aus Richtung means from the direction of."

To the far right in the third column, you will see symbols which indicate the kinds of accommodations on the train. Does it have a dining car, a buffet car, or no food at all? Are there sleeper cars, convertible seats for sleeping, or only regular upright seats? You'll want to know these things — particularly on longer trips.

The last column lists the track or Gleis where the train departs or arrives. E3550 leaves from Gleis 12 and D626 arrives at Gleis 7. Other information is sometimes given in the column to the left of the Zeit (time). Restrictions or limitations on when the train operates are given here. For example, some trains operate only on workdays (Monday-Saturday). If you were traveling on Sunday, you would have to know that the symbol of the crossed worker's tools means that a train does not run on Sunday. These symbols are shown at the bottom of every schedule. They are explained in "Understanding Train Schedules." Don't find yourself waiting for a train that won't come when you expect it because you didn't notice that it doesn't run that day!"

Ankunft — Arrivals — Arrive			
Zeit (time)	Zug-Nr. (train)	aus Richtung (arrives from)	Gleis (track)
13.20	D 626	Muenchen 8.43 — Ingoelstadt 9.28 — Nuernberg 10.48 — Wuerzburg 11.54 — Aschaffenburg 12.52	7

CITY CONNECTION BOOKLETS

The Staedteverbindungen (the city connections booklet) gives you all of the arrivals and departures between the city and other cities location by location. For example, a booklet for Kaiserslautern contains on one page all of the trains between K-Town and Bad Duerkheim. On other pages you'll find schedules for trains between Kaiserslautern and Speyer, Kaiserslautern and Wuerzburg, and so on. There is an index in the front of the schedule booklet which

indicates the page (Seite) number for each destination. "Paris-Est und Zuerueck" means you'll find information on trains from Kaiserslautern to Paris (east) and back. At the

top of the schedule to the right you will see fare information. A one-way 2nd class ticket to or from Paris costs DM 68.30; a 1st class ticket costs DM 102.70.

The schedule is divided down the middle

by a heavy line. To the left are trains from Kaiserslautern to Paris. To the right are trains from Paris to Kaiserslautern. Each half has four columns. The first column on the left side lists the times for trains leaving K-town for Paris. The next column gives you the train numbers and types of train. The third column tells you when the train arrives in Paris. In the last column you'll find information about train accommodations and whether you'll need to change trains. The right side of the schedule provides the same kind of information for the return trip from Paris to Kaiserslautern.

Von Kaiserslautern nach			
Paris-Est und zurueck			
0.47 D	252	7.28	102.70-68.30
X 8.21 E	3104	11.52	102.70-68.30
9.28 D	152	14.05	102.70-68.30
11.47 D	254	17.18	102.70-68.30
18.22 D	254	21.45	102.70-68.30
18.48 D	258	24.54	102.70-68.30

UNDERSTANDING TRAIN SCHEDULES

TYPES OF TRAINS

Trans-Europ-Express
Intercity-Zug

1st class only; DM 10 supplement
1st & 2nd class. Fast train of the Intercity-System. Supplementary ticket required (DM 5 for 2nd class; DM 10 for 1st class)

Schnellzug

Fast train supplementary ticket required for distances less than 50 Km.

Eilzug

1st & 2nd class. Semi-fast train without supplementary ticket.

RESTRICTIONS ON OPERATING TIMES

Zug verkehrt nur
Werktag
Zug verkehrt nur an
Sonn- und Feiertagen
Montag
Dienstag
Mittwoch
Donnerstag
Freitag

X Workdays only. (Monday-Saturday).
+ Sundays and National holidays only.
① Monday only.
② Tuesday only.
③ Wednesday only.
④ Thursday only.
⑤ Friday only.

Samstag
Sonntag
Werktagen ausser
Taeglich except
① und +

ACCOMMODATIONS

Liegewagen

Schlafwagen

Buefettwagen

Speisewagen (Zug-Res.aurent)

Speisen und Getraenke im Zug erhaeltlich

Kurswagen

Umsteigen

Umsteigen

Umsteigen

Umsteigen

Umsteigen

Umsteigen

Umsteigen

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'Doing it in Deutschland'-1

TAXI! TAXI!



The German word for taxi sounds like the English word. A cab or taxi is "das Taxi." You can hail a moving taxi by calling, "Taxi, bitte!" Or you can go to a taxi stand. Do you remember the sign for a taxi stop? The sign is shown with the signs for bus and Strassenbahn stops on page 2. If there is more than one taxi at a taxi stand, you should take the one first in line.

The taxi driver is "der Taxifahrer." Tell him or her where you want to go. You can just say your destination — such as Rose Barracks. Or you can say, "Ich möchte zur Rose Barracks, bitte." If you want to stop before you reach your destination, say "Bitte halten Sie hier!" (Please stop here.) Or Germans will understand if you say, "Stop here, please!"

How much you will pay for a ride in a taxi will depend on several things:

1. the town you are in
2. the time of day
3. how many passengers there are
4. how much baggage you have

A good idea is to ask before you leave what the fare will be. You can say, "Wieviel kostet diese Fahrt?" (How much does this ride cost?) Also be sure that you have Deutsche Mark to pay for the ride. You may not get a good exchange rate if you pay in dollars, or the driver may not take dollars.

And did you know that there is a law which limits how many passengers may ride in one taxi — only four! So don't plan to pile in with a bunch of your friends!

Check the meter when you reach your destination. If you need a receipt, ask for "die Quittung, bitte."

With A Little Help From Your Friends

When you need help in using public transportation there are people ready to give you information and assistance. Here are some suggestions:

	face-to-face advice/ information	printed materials	trip planning	organized tours	instruction/training	ticket purchase
(ACS) Army Community Service	x	x				
American Express Travel	x	x	x	x		x
Bahnhof Information	x	x	x	x		x
Headstart/Gateway	x	x				x
Information, Travel & Tours	x	x		x		
Kontakt	x	x		x		
(RTO) Railway Transportation Office	x	x	x	x		x
(USO) United Service Organization	x	x		x		

SPRECHEN SIE DEUTSCH?

These are German words you heard as you listened to THE MUNICH CONNECTION. You'll hear them — and, hopefully, use them — as you travel in Germany.

Von, ab	From
Nach	To
Muenchen	Munich
(ab) Abfahrt	Departures
Zug	Train
Entwerten	To validate (a ticket)
Hauptbahnhof	Main train station
Strassenbahn	Trolley, tram, cable car
"Alle 10 Minuten"	"Every 10 minutes"
Schwerbehindert	Handicapped (reserved for)
Halt — Fahrgastwunsch	Passenger Stop button
Deutsche Bundesbahn (DB)	German Federal Railroad
Eine Quittung	A receipt
Auskunft	Information
Ankunft	Arrival
Speisewagen	Dining car
Zeit	Time
In Richtung	In the direction of
Gleis	Track

Phrases

Eine Quittung, bitte.	A receipt, please.
Sprechen Sie englisch?	Do you speak English?
Hin und Zurueck	Round trip (there and back)
Vielen Dank.	Thank you very much.
Ist dieser Platz frei?	Is this seat available?
Muessen wir umsteigen?	Do we transfer (to another train, bus, Strassenbahn)?

COPING CORNER

Dear Coping Corner:

The other night five buddies and myself decided to take a taxi to a local hangout. When we tried to get in the taxi, the driver insisted that two of us get into another taxi. This really made me mad, but don't worry. I didn't cause a scene. Instead, when we arrived, I calmly asked both drivers for a Quittung just like I read. Now I'm going to my first-shift and tell him the score. Just thought you'd like to pass this on to my fellow service members.

Mr. Kool

Dear Mr. Kool:

Bravo! for staying calm. If there really had been a problem, then you acted just right. But listen up. Did you know that the number of passengers a taxi can carry is limited by law? Usually three in the back seat and one in the front — that makes four. So count yourself and your buddies before going to the TOP.



Save \$-DM When You Travel German Federal Railroad (DB)



MINI-GROUP: For groups traveling together, not less than 31 km; two adults pay normal fare, each additional person pays half fare.
GROUP TRAVEL: For groups of six or more, reduction of 30% to 65% depending on time of travel and group size.
TOURIST CARD: For non-citizens of Germany, nine days unlimited travel, 1st class, DM 385; 2nd class for DM 275 or 16 days for DM 505 and DM 360.
TRAMPER MONTHLY TICKET: For those under 23 years old, one month unlimited travel on all German rail lines (DM 225).
INTER-RAIL: For those under 26 years old, unlimited travel, 2nd class for one month in 21 European countries (DM 450).
JUNIOR PASS: For those under 22 years old or students under 27, a pass good for a year which allows a 50% discount on normal fares for trips over 51 km.
FAMILY PASS: For families with children up to 17 years old, singles, and couples, a one-year pass good for a 50% discount on trips of 51 km or more (DM 210).
VACATION TICKET: Discounts of about 20% on tickets for round trips of over 201 km.

'Doing it in Deutschland' -1

DOING it YOUR SELF

You may not be a secret agent, but you still need to know how to get around in Germany.



Suppose you and some friends want to go to a Queen concert on Friday evening. You volunteer to be the Doctor Zap for the group.

What are some of the things you need to know to accomplish the mission?

MISSION:

- Get yourself and three friends from Kaiserslautern where you are stationed to Friedrich Ebert Halle in Ludwigshafen in time for the concert.
- Get those same people back to Kaiserslautern in good condition. (Be sure to read the section "Decoding Train Schedules" before you begin). You want to get to that concert in plenty of time. One way to plan your trip is to work backwards. The concert begins at 2000 hours. Let's say you want to get there 45 minutes to an hour before.

Friedrich Ebert Halle is in Ludwigshafen. Strassenbahn line #19 runs between the Hauptbahnhof and the park. We have printed a portion of the schedule for Line #19. Down the left are the stops which the Strassenbahn makes and the distances from the first stop (Luitpoldhafen) to each stop. Fichtestrasse is the stop closest to Ebert Park.

- How far is it from the Ludwigshafen Hbf. to Fichtestrasse? (Hint: Fichtestrasse is 4.6 km from Luitpoldhafen and the Hbf. is 2.8 km from Luitpoldhafen.) _____ km
- You could decide to walk the 1.8 kilometers from the train station to the park. If you decided to take the Strassenbahn, find the time you should catch it at the Hbf. in order to get to the park at approximately 1915 (7:15 p.m.). The numbers across the top of the schedule refer to the times on the 24-hour clock. So, 16 equals 1600 hours or 4:00 p.m. and so forth through 0 which is midnight. Each section under the hour numbers has several columns. These tell you the minutes after the hour. In the first column under the "16" is a "48". This stands for 16.48 or 4:48 p.m. In the next column is "00" under the "17" section. That would be 17.00 or 5:00 p.m. Read across the line from "Fichtestrasse" to the time in the "19" block closest to 1915. Then read up that column to the Hbf. line. What time should you catch the Strassenbahn at the Hbf. in order to arrive at the park at 1916?

- How long does it take to ride from the Hbf. to the park? (1910-1916) _____ min

19 Luitpoldhafen - Berliner Platz - Hbf. Ludwigshafen - Stadt. Kranenanstetten - Friesenheim

km	Fortsetzung:	16	17	18	19	20	21	22	23	24
0.0	Luitpoldhafen	48	00	12	24	36	48	00	12	24
1.2	Berliner Platz	54	06	18	30	42	54	06	18	30
1.8	Platz	56	08	20	32	44	56	08	20	32
2.8	Hbf. Ludwigshafen	59	11	23	35	47	59	11	23	35
3.7	Marienkirche	02	14	26	38	50	02	14	26	38
4.4	Stadt Kranenanst.	04	16	28	40	52	04	16	28	40
4.6	Fichtestrasse	05	17	29	41	53	05	17	29	41
5.2	Siemstraße	07	19	31	43	55	07	19	31	43
5.6	Friesenheim	09	21	33	45	57	09	21	33	45
6.3	Ruthenstraße	12	24	36	48	00	12	24	36	48

Use this for Questions 1-3.

Use this for Questions 4-6.

Kaiserslautern und zurück

Lu an	Mo	Di	Do	Fr	Sa	So
0 00 00	00 00	00 00	00 00	00 00	00 00	00 00
0 01 00	01 00	01 00	01 00	01 00	01 00	01 00
0 02 00	02 00	02 00	02 00	02 00	02 00	02 00
0 03 00	03 00	03 00	03 00	03 00	03 00	03 00
0 04 00	04 00	04 00	04 00	04 00	04 00	04 00
0 05 00	05 00	05 00	05 00	05 00	05 00	05 00
0 06 00	06 00	06 00	06 00	06 00	06 00	06 00
0 07 00	07 00	07 00	07 00	07 00	07 00	07 00
0 08 00	08 00	08 00	08 00	08 00	08 00	08 00
0 09 00	09 00	09 00	09 00	09 00	09 00	09 00
0 10 00	10 00	10 00	10 00	10 00	10 00	10 00
0 11 00	11 00	11 00	11 00	11 00	11 00	11 00
0 12 00	12 00	12 00	12 00	12 00	12 00	12 00
0 13 00	13 00	13 00	13 00	13 00	13 00	13 00
0 14 00	14 00	14 00	14 00	14 00	14 00	14 00
0 15 00	15 00	15 00	15 00	15 00	15 00	15 00
0 16 00	16 00	16 00	16 00	16 00	16 00	16 00
0 17 00	17 00	17 00	17 00	17 00	17 00	17 00
0 18 00	18 00	18 00	18 00	18 00	18 00	18 00
0 19 00	19 00	19 00	19 00	19 00	19 00	19 00
0 20 00	20 00	20 00	20 00	20 00	20 00	20 00
0 21 00	21 00	21 00	21 00	21 00	21 00	21 00
0 22 00	22 00	22 00	22 00	22 00	22 00	22 00
0 23 00	23 00	23 00	23 00	23 00	23 00	23 00
0 24 00	24 00	24 00	24 00	24 00	24 00	24 00

- You need to get to the Ludwigshafen Hbf. in time to take the Strassenbahn to Ebert Park. Use the schedule shown for Ludwigshafen/Mannheim to Kaiserslautern and back. We show only the right half of the schedule. (Be sure you have read the section which explains how to read train schedules.) Look in the 2nd column in the right half. It is headed "Lu an." This shows the times trains arrive in Ludwigshafen from K-Town. Trains listed arrive at 18.49 and 19.05. What does the symbol in front of the 19.05 train mean? Could you take this train on a Friday evening?

- What time does the train which arrives in Ludwigshafen at 18.49 leave Kaiserslautern? (Look in the first column in the right half under "ab".)

You will have to get from where you live in K-Town to the Hbf. in time to catch the 17.48 train. But now that you have had practice in reading maps and schedules, that should be easy! To get home, you'll have to reverse the process. You know what to look for to make the right connections!

- Of course, your buddies will want to know how much this is going to cost them! The main expense will be the train fare. How much is a regular one-way fare, second class between Kaiserslautern and Ludwigshafen? (Remember to look at the top right and left sides of the schedule.) DM _____

- Maybe you can save some money. See the section called "Save \$ and DM When You Travel." Is your group eligible for mini-group tickets?

- The regular one-way fare between Kaiserslautern and Ludwigshafen for 2nd class seats is DM 11. How much will it cost for all four of you one way? (We'll help you this time.)

a. 2 adults at regular fare:

2 X DM 11 = DM _____

b. 2 adults at half fare:

2 X DM _____ = DM _____

c. Total one-way (add a + b):

DM _____ + DM _____ =

What is the total round-trip fare?

d. Multiply (c) by 2:

DM _____ X 2 = DM _____

How much will each person have to pay?

e. Divide your answer for the total round trip (d) by 4:

DM _____ ÷ 4 = DM _____

You may be able to plan this kind of trip all by yourself. But if you can't, there are some places you can go to get help and information. See page 5 — "With a Little Help from Your Friends."

By Bus Or Strassenbahn

Strac Wille and Chester Boondoggle used the HSB map of bus and Strassenbahn lines on page 2 to decide how to get from Schwetzingen to the Hauptbahnhof. Use the same map to decide how you would get from one place to another.

- Bismarckplatz is a good place to go shopping. How would you get there from Handschuhsheim? _____ bus or _____ strassenbahn, line # _____
- A Schloss is a castle. To visit the Heidelberg Schloss, what kind of transportation would you take up the hill? _____
- The zoo is always interesting. If you arrived at the Hauptbahnhof, how would you get to the zoo? _____ bus or _____ strassenbahn, line # _____

ON YOUR OWN TURF

If you don't know the answers to these questions, it's time to find out. You can find out on your own, or you can go to someone who has the information — ITT, USO, RTO, Headstart, American Express Travel, ACS, etc.

- What types of public transportation are there where you live?

Train _____

Taxi _____

Other _____

Bus _____

Strassenbahn _____

U-Bahn _____

- Where do you buy tickets for the bus or Strassenbahn?

Vending machines _____

Kiosks (booths) _____

Driver/Conductor _____

Other _____

- Do you have to validate tickets on the bus or Strassenbahn where you live?

Yes _____

No _____

- How can you get from where you live to downtown using public transportation?

Taxi _____

Strassenbahn _____

Bus _____

Other _____

- How much does it cost you to get downtown?

Taxi _____

Strassenbahn _____

Bus _____

Other _____

- From where you live, how far is the:

nearest taxi stand _____

nearest Strassenbahn stop _____

nearest bus stop _____

Bahnhof _____

- How can you get to the Bahnhof from where you live?

Taxi _____

Strassenbahn _____

Bus _____

Other _____

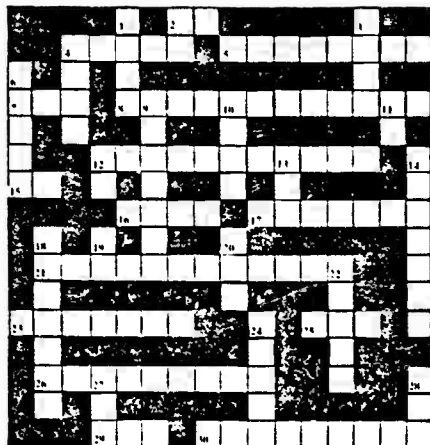
DOING YOUR OWN THING

- Go to the Bahnhof and see what information you can get about traveling out of your city or town. Pick up schedules and brochures. Go to the information counter and ask for materials in English. If there's a Tourist Information Office, gather more materials there.
- Check community and German newspapers to find out about a local concert, sports event, or any other happening you're interested in. Use the best form of transportation — German buses, Strassenbahn — to get to the event. Think about distance, time, and cost.
- Go to the ITT office, RTO, or the information counter at the Bahnhof. Find out about train tours to places in Germany. Take one of the tours and take along some friends (it's cheaper).

W-7

'Doing it in Deutschland'~1

CROSSWORD PUZZLE



PUZZLE

If you need help with this, use the "Sprechen Sie Deutsch" section or a German-English dictionary. A (G) means you need to write a German word; an (E) means it's an English word. Answers will appear in the next "Doing It in Deutschland" program insert.

ACROSS

2. from (G)
4. der Zug (E)
5. direction (G)
7. Mehrwertsteuer-added value (G)
8. main train station (G)
12. Auskunft (E)
15. Nachmittag (E abbrev.)
16. dieser, diese, dieses (E)
17. workday (G)
21. no smoking (G)
23. foreign country (G)
25. one (G)
26. ticket (G)
29. what? (G)
30. to change (trains) (G)

DOWN

1. to, towards (G)
2. to, on (G)
3. also (G)
4. cab (G and E)
6. Be sure to _____ your bus ticket.
9. departure (G)
10. die Zeit (E)
11. an (E)
12. Intercity (abbrev.)
13. Trans European Express (abbrev.)
14. daily (G)
18. arrival (G)
19. toilet (abbrev.)
20. train (G)
22. trip (G)
24. track (G)
27. wie? (E)
28. from (G)

THIS PROGRAM...

has been brought to you by The Human Resources Research Organization (HumRRO) under contract to the Army Research Institute (ARI) and Army Continuing Education Services (ACES).

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8

Cut Here

NOW GIVE US A PIECE OF YOUR MIND!!

When did you listen to THE MUNICH CONNECTION?

Part I _____ (day) _____ (time) Part II _____ (day) _____ (time)

Where did you listen to THE MUNICH CONNECTION? _____

Place a check (✓) in the space in each line below which is closest to your opinion of the radio program THE MUNICH CONNECTION.

helpful	— — — — —	not helpful
interesting	— — — — —	boring
funny	— — — — —	dull
too short	— — — — —	too long

If you didn't listen to the program, why didn't you?

Which of the following activities did you do in this newspaper? What did you think of the activities? Check the activities you completed. Circle the rating you'd give the activity.

	Rating				
	Poor	Fair	Good	Excellent	Superior
— Are You Fit to be a Secret Agent? (p.1)	1	2	3	4	5
— Doing It Yourself (p.6)	1	2	3	4	5
— On Your Own Turf (p.6)	1	2	3	4	5
— Doing Your Own Thing (p.6)	1	2	3	4	5
— Check It Out: Can You Cope? (p.7)	1	2	3	4	5
— Was it Los? The Coping Contest (p.7)	1	2	3	4	5
— Crossword Puzzle (p.8)	1	2	3	4	5

What did you like BEST about the program and activities:

What did you like LEAST about the program and activities?

NAME _____ Mil. Rank _____ Civ. _____ Family Member _____

MAILING ADDRESS _____

Unit _____ APO _____

T-SHIRT SIZE: Men's _____ Women's _____ Child's _____ / S _____ M _____ L _____ XL _____



POSTAGE AND FEES PAID
DEPARTMENT OF THE ARMY
DoD-314

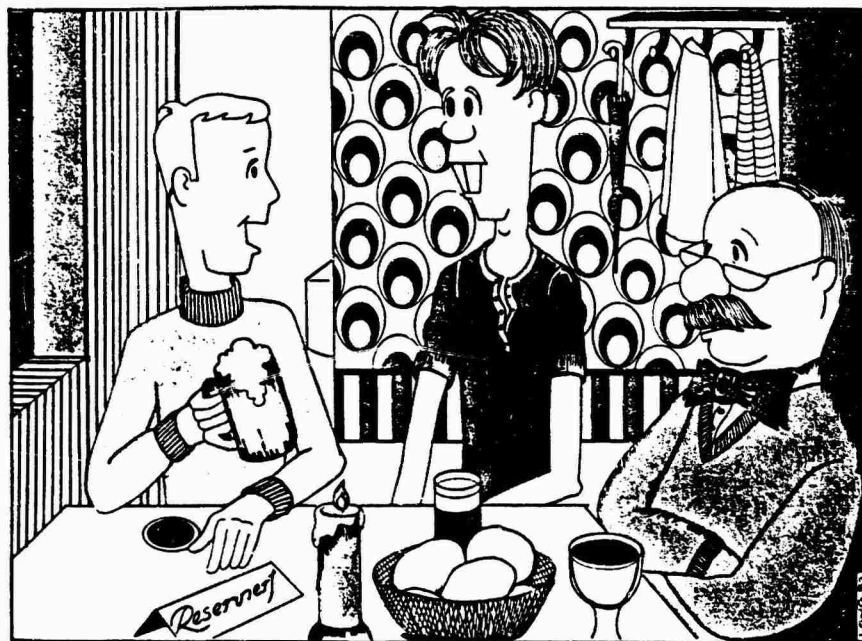
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ACES
AEAGC-G
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APO 09403

ACES
AEAGC-G
HQ USAREUR
APO 09403

'Doing it in Deutschland'-2

THE TRIPLE TREAT



What's on the Menu?

Here is some inside information about this week's episode of "Doing It in Deutschland." The characters you will meet in THE TRIPLE TREAT include:

Strac Willie

Strac has an opportunity to extract information from an Eastern agent over a late date at the Ratskeller. However, since she's a lady, he's more interested in impressing her and in getting a second date. Unfortunately, he leaks sensitive information to her before the end of the evening.

Doctor Zap

Zap's knowledge of good food and local history not only impresses an Eastern agent, but also makes it easy to get vital information from her. Zap is on top of things, as usual, figuring out a way to get the woman's fingerprints and stretch Contact's budget at the same time.

Chester Boondoggle

An afternoon out with a female secret agent reveals Chester's skills as an interrogator and his appeal with the ladies. His "special" style wins him a second date with a dangerous woman.

Eastern Agents

Sandy, Miss Freudicks and Alexa are the charming Eastern agents that our three heroes are assigned to extract information from. Our friends succeed in their mission, but are in for a surprise when the real identities of the agents are revealed.

WHAT'S IT ALL ABOUT

THE TRIPLE TREAT is the second in a series of programs about DOING IT IN DEUTSCHLAND. Each episode is about a different "IT." This week's "IT" is eating out in Germany. In the first program you learned how to use public transportation. In programs to follow this one you will learn how to shop on the economy and understand legal aspects of living in Germany. Be sure to listen to the AFN-radio broadcast and use the Stars and Stripes insert for each episode. If you miss an episode, try your local education center. They will have a copy of the tape and the newspaper insert. After using these episodes it won't be long before you'll be "Doing It In Deutschland" too!

Schedule of AFN Broadcasts

Monday, 7 February — 1100 hours

Wednesday, 9 February — 1900 hours

Saturday, 12 February — 1220 hours

WINNERS CAN COPE!

You can be a winner in THE COPING CONTEST! Just listen to THE TRIPLE TREAT on AFN radio, then read the information and do the activities in the Stars and Stripes supplement. You'll be ready to enter THE COPING CONTEST on page 7. You might be one of 25 people who win a "DOING IT IN DEUTSCHLAND" T-shirt. Your T-shirt will show Strac Willie, Doctor Zap and Chester Boondoggle "Doing It In Deutschland."

Are You A FOUR STAR Restaurateur (CHOWHOUND)?

How do you "shape up" in the food department? Rate yourself on German eating habits.

	Yes	No	Don't Know
1. If you are in a hurry and want a quick meal, the best place to get it is at a Gasthaus.			
2. The best "deal" (low price) for a full meal in a Gasthof or restaurant is to order the Tagesessen.			
3. If you order a Vorspeise, it will come after the main dish.			
4. The Ruhetag for a restaurant is the day it is closed.			
5. Restaurants in Germany usually post a menu outside for you to check prices and types of food.			
6. You will usually find a Raststaeette in small villages.			
7. Mittagessen is served from 1700-2100 in most restaurants.			
8. You tip waiters in Germany the same way you do back home.			
9. In a crowded restaurant in Germany, it is okay to sit at a table with strangers.			
10. Always wait to be seated in a German restaurant or Gasthaus.			
11. The Stammtisch in a Gasthaus is a table reserved for regular customers.			
12. If you want to see a menu, you ask the waitress for a "Speisekarte."			
13. You can get information about eating out in Germany from Michelin Guides and Menu Masters.			
14. The waitress may say "Guten Appetit!" when you pay the bill.			
15. To ask for the bill, you can say "Zahlen, bitte."			
16. It is okay in a German restaurant to start eating when your food comes, even if no one else at your table has been served.			
17. The three meals served every day in Germany are Abendessen, Frühstück and Mittagessen.			
18. You can expect the waiter to bring bread, butter and water without having to ask for it.			
19. If you want a mixed salad before dinner, you ask for a "Gemischter Salat."			
20. If you want only Kuchen or Suess-Speisen, you can go to a Conditorei or Cafe.			

Check your answers (see page 7). A correct answer is worth one point. Wrong answers or "Don't Know" are worth 0. Add up all your correct answers to see if you're a **** chowhound.

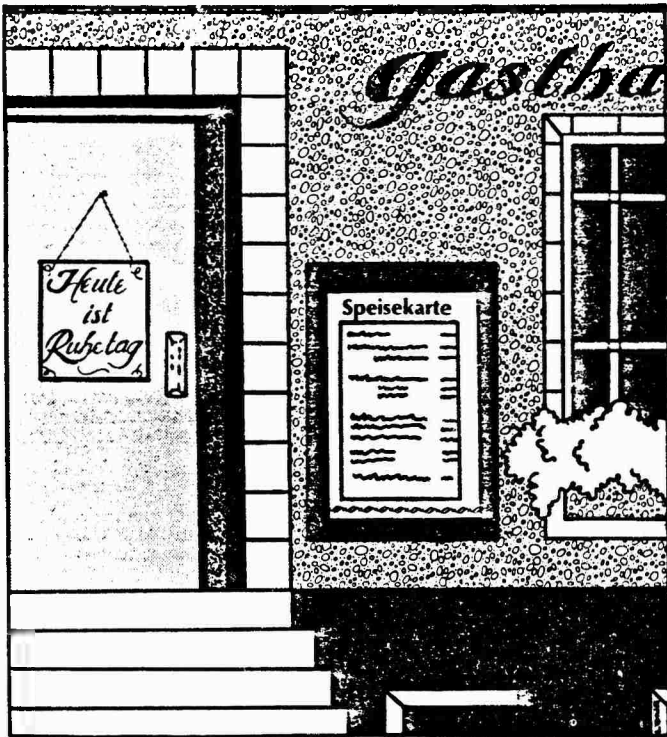
Total Points

0-3	You need help! If you can't make it back to the mess hall or cafeteria, you might starve to death. Use the following information and activities for assistance.
4-8	At least you're trying. Unless you're on a diet though, you might want to find out more about eating out — listen to AFN and complete the following activities.
9-12	You obviously have tried out some of the local spots. If you want to go beyond schnitzel, wurst, and beer, consult the following information for pointers.
13-16	You are well on your way to being a "restaurateur." To perfect your skills, listen to AFN and test yourself on the following activities.
17-20	You obviously have eaten your way through Germany to earn the four stars. Check the following activities to see if you've missed anything. Then take some friends who are only 1 * out with you next time to show them how to do it in Deutschland.

1

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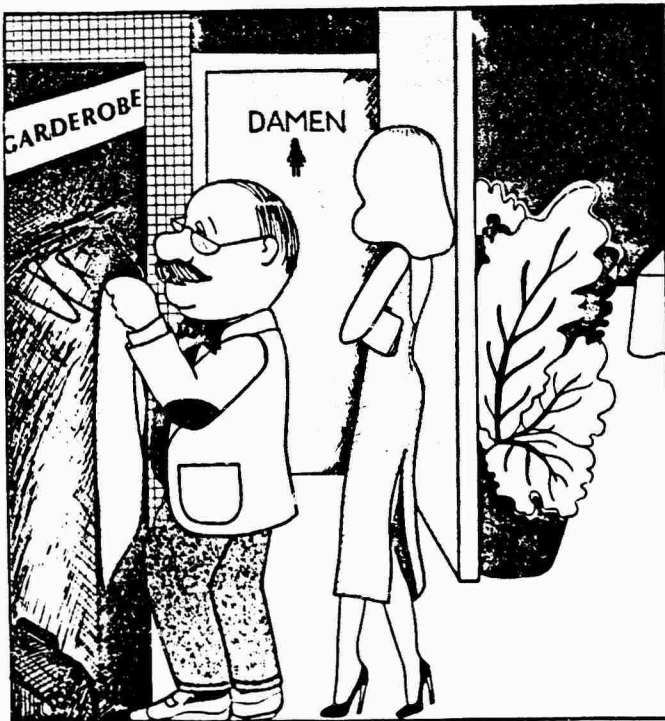
'Doing it in Deutschland' ~2



Have you ever gone to your favorite restaurant and seen this sign?



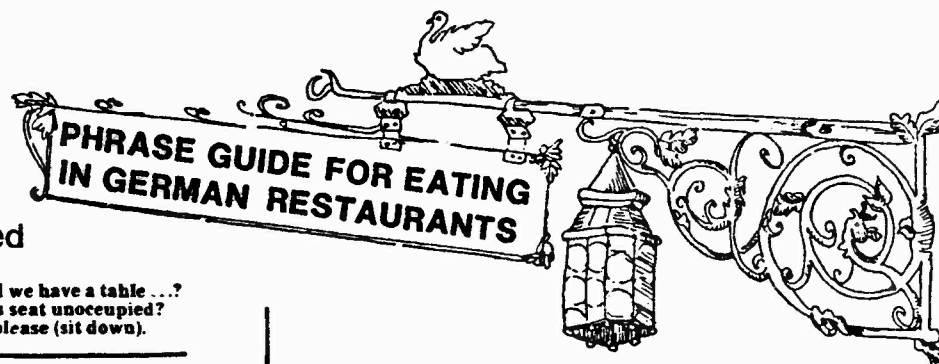
When you're in a hurry or want something simple to eat, a Schnell-imbiss is just the place.



In Germany it is customary to hang up your coat and hat rather than put them on your chair



Many German restaurants have a traditional, folksy atmosphere where you can real'y enjoy yourself.



Entering and Being Seated

Können wir einen Tisch haben ...? Could we have a table ...?
Ist hier frei? Is this seat unoccupied?
Ja, bitte sehr. Yes, please (sit down).

The Menu

die Speisekarte
Herr Ober (Fraulein),
die Speisekarte, bitte.
Frühstueck
Mittagessen
Abendessen
Abendbrot
Tageskarte oder Gedeck

Bedienung inklusiv
Mehrwertsteuer (MSW)
Vorspeisen

Suppen
Fischgerichte
Hauptgerichte
Geflügel und Wild
Kalb
Schwein
Rind
Lamm
Gemuese
Beilagen

Nachtsch/Suess
Speissen
Getraenke

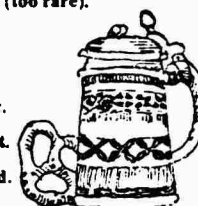
Menn
Walter (Waitress),
the menu, please.
Breakfast
Lunch
Supper
Light supper
Full meal —
Special of the day
Service included
Added Value Tax
Appetizers,
first courses

Soups
Fish dishes
Main courses
Fowl and wild game
Veal
Pork
Beef
Lamb
Vegetables
Other supplemental
dishes
Desserts

Beverages

If There's a Problem

Das habe ich nicht bestellt. Ich That's not what I ordered. I
wollte ... asked for ...
Das Fleisch ist ... The meat is ...
zu stark gebraten. overdone.
zu roh. underdone (too rare).
zu zah. too tough.
Das ist zu ... This is too ...
bitter/sauer. bitter/sour.
salzig/suess. salty/sweet.
Das Essen ist kalt. The food is cold.
Das ist nicht sauber. This isn't clean.



FINISHING THE MEAL

Hat es gut geschmeckt? Did it taste good?
Danke, es hat gut geschmeckt. It tasted good, thank you.
Das Essen war sehr gut. That was a very good meal.
Moechten Sie etwas mehr? Do you want something more?
Nein, danke, nichts mehr. Nothing more, thanks.
Ja, ich moechte Nachtsch. Yes, I would like dessert.

Paying the Bill

Herr Ober (Fraulein), Zahlen, bitte. Waiter (Waitress), the bill,
please.
Die Rechnung, bitte. The check, please.
Endpreis (Mehrwertsteuer und Total price (Tax and service
Bedienung inklusiv) included)
zusammen (Alles zusammen?) together (Do you want to pay
all together?)
getrennt (Wir moechten getrennt separate (We would like to
bezahlen.) pay separately.)
Kleingeld (Haben Sie Kleingeld?) Small change (Do you have
change?)
grosses Geld (Ich habe nur grosses Large bills (I have only
Geld.) large bills.)
Kann ich in Dollar zahlen? Can I pay in dollars?
Nein, nur in Deutsche Mark. No, only in Deutsche Mark.
Das macht zwanzig Mark tuenzig. That will be DM 20.50
Hier sind ein und zwanzig Mark. Here is DM 21. Keep the
Stimmt so. change.

Ordering the Meal

Herr Ober
Fraulein
Was moechten Sie trinken? (essen)

Ich moechte ... (Ich hatte gern ...)
Was ist das?
Haben Sie ...?
Was empfehlen Sie?
... haben wir nicht.
Bitte geben Sie mir ...

Waiter
Waitress
What do you want to drink? (to
eat?)
I would like ...
What's this?
Do you have ...
What do you recommend?
We haven't got ...
Please give me ...



EATING THE MEAL

Zum Wohl
Prost!
Guten Appetit!
Danke sehr
Danke, gleichfalls
der Teller
die Tasse
die Kanne
das Messer
die Gabel
der Loeffel
die Serviette

To your health! (Toasts)
" " "
Enjoy your meal.
Thank you very much
Thank you, the same to you.
Plate
Cup
Pot
Knife
Fork
Spoon
Napkin

Signs

Ruhetag
Geschloesen
Garderobe
Für Garderobe wird nicht
gehoefet.
Kein Eingang
Notausgang
Die Toilette
WC or W
Damen (D)
Herren (H)
Reserviert
Stammtisch
Telefon Fernsprecher

Day closed
Open
Closed
Hat/roast room
We are not responsible for arti-
cles left in the coat room.
No entrance
Emergency exit
Toilet
Toilet
Women's toilet
Men's toilet
Reserved
Table reserved for regulars
Telephone

'Doing it in Deutschland' ~2



SPEISEKARTE

* VORSPEISEN (Appetizers/Starters)

Frische Champignons gebacken (Fresh baked mushrooms)	DM 7.00
Gefüllte Artischocken mit Garnelen (Stuffed artichokes with shrimp)	9.50
Portion Oliven (Serving of olives)	3.50

SUPPEN (Soup)

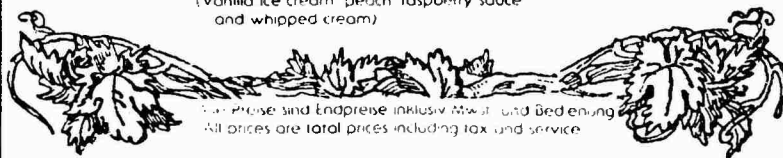
Zwiebelsuppe mit Käse überbacken (Onion soup with baked cheese)	5.80
Hausgemachte Rahmsuppe (Cream soup of the house)	4.80

SPEZIALITÄTEN (Specialties)

Wiener Schnitzel vom Kalb mit Lyoner Kartoffeln und Salateis (Veal cutlet Viennese style with potatoes Lyonnaise and a salad)	12.50
Rinderbraten mit Spaetzle und Gemüse (Beef pot roast with noodles and vegetables)	11.80
Schweinekotelette in Paarkehlrahmsauce mit Krakerren und gemischtem Salat (Pork chop in paprika cream sauce with potato croquettes and a mixed salad)	12.80
Fischragout nach Grossmutter Art mit Petersilie-Kartoffeln und Kaulsalat (Fish stew grandmother's style with parsley potatoes and lettuce salad)	13.50

NACHTISCH (Dessert)

Gemischtes Eis mit Sahne (Mixed ice cream with whipped cream)	3.50
Pfirsich Melba (Vanilla ice cream, peach raspberry sauce and whipped cream)	5.50



Key to Menu Symbols:

- * Items are listed in the menu in the order that they are usually eaten: appetizer, soup, main course and dessert.
- The price is shown to the right of or below each item on the menu. This price includes the tax and the service charge.
- The most common main dishes in German restaurants are types of veal (Kalb), beef (Rind), pork (Schwein) or fish (Fisch).
- ✓ Some German menus have an English translation. If they don't, use a phrase book, Menu-Master or ask the waiter for help.

HOW TO DO IT

Eating out in Germany can be fun if you know the German way to do it. The following information tells you how it's done from the time you reach the door of the restaurant to the time you say "Auf Wiedersehen" and leave.

Plan Ahead

When you reach the door of the eating establishment you have chosen, you will find that most restaurants post a copy of their Speisekarte (menu) or their Tageskarte (daily menu) outside the door or in the window for you to look at. This allows you to decide what you want to order and see how much it will cost before going into the restaurant.

Gentlemen First

Americans often wonder what happened to "ladies first" when they see that men precede women in entering a German restaurant. This custom dates from times when the man was the one to decide whether the restaurant was okay for the woman to enter. Once inside, you will usually be expected to find your own table. To avoid standing around feeling awkward if no one comes to seat you, walk over and take a table.

Hang It Up

Germans do not leave their coats on after entering a restaurant, nor do they put them over the back of a chair or their table. They usually take off their coats and hang them on coat hooks or hangers placed conveniently around the restaurant. In fancier restaurants there may be a coat check (Garderobe) when you come in the door.

Pick Your Spot

When you're looking for a table, remember that if there is none empty, it's okay to share a table with strangers as long as you ask permission — "Ist dieser Platz frei?" — (Is this place free?). Don't be surprised if someone asks to join you at your table. It is the custom to take a seat wherever one is vacant.

Also don't be surprised to see Germans bringing their dogs into a restaurant. Most restaurants allow this. The dogs are usually well behaved and often you may not even notice them once they curl up quietly under their master's table. However, unless your dog is equally used to dining out, it would probably not be a good idea to take it along.

Coffee, Tea or . . .

After you have found a table, the waiter (Herr Ober) or waitress (Fraulein) will bring a menu and will ask what you want to drink — "Was möchten Sie trinken?" You have a variety of drinks to choose from. Check the Getränke page of the menu. The most common drinks to order are:

—Beer (Bier) which is usually drunk with meals. You will see that nearly everyone has a glass of beer, either on tap (vom Fass) or from a bottle (Flasche), for it is the national drink.

—Wine (Wein), either white (weiss) or red (rot), is offered by the glass as well as by the bottle. Purchasing by the glass is an excellent way of tasting the various wines available in Germany.

—Coffee (Kaffee) is not drunk or served with the meal. When you do have a cup after a meal, it is a small cup (costing about \$1.00) and stronger than our coffee.

—Water (Wasser) is not served at the table and will not be brought to you unless you ask for it. Then you will get mineral water (Mineralwasser) unless you ask for Leitungswasser (tap water).

—Other Beverages: Milk (Milch), tea (Tee), canned fruit juice (Saft), soft drinks and calas may also be ordered with meals.

Once you get your drinks, you need to know German customs for toasting. Common toasts are "Zum Wohl" and "Prost". As a rule, Germans clink their glasses only when wishing each other luck or when celebrating some special event such as a birthday or wedding. Usually only glasses with wine or champagne are clinked together, although beer glasses sometimes are in Bavaria.

'Doing it in Deutschland' ~2

Take it Easy

Service in German restaurants is much slower than what you are used to in the States. One waiter/waitress may have to serve everyone, so relax and enjoy yourself. Don't feel that you have to rush through your meal. Unlike the States, once you sit at a table in a German restaurant, you can stay as long as you want. The waiter will almost never present you with the bill until you ask for it. In fact, it isn't acceptable behavior to try to hurry the waiter/waitress. Besides, it won't do any good. His/her response will be *Ich komme gleich* (I'll be right back) or *Es kommt sofort* (it [the food] is coming) and you will be served as soon as they have time.

What's For Dinner?

When ordering your meal, you may find it easier to order from the Tageskarte since this is usually a complete meal at a reasonable price. Ordering this way is not as difficult as ordering individual dishes such as soup, salad, main dish and desert separately. It also is usually less expensive. A Menu-Master or traveler's guide book with foods listed comes in handy when you want to figure out what the different foods are. It's a good idea to carry one of these with you until you're familiar with the names for German foods.

Eating Etiquette

When your food arrives, the waiter may say "Guten Appetit" or "Mahlzeit" which means enjoy your meal. You may be surprised to find that everyone is not served at the same time. Since the food is freshly prepared, it is brought to the table when it is ready. As a result, it is German custom to begin eating whenever you are served. Don't wait for everyone at the table to be served as you would in the States or your food may get very cold.

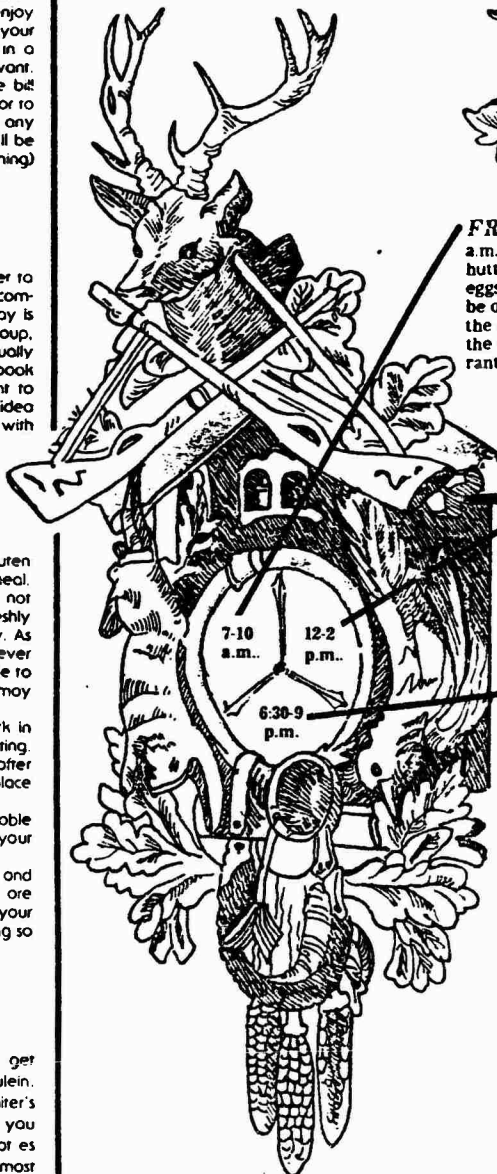
Like most Europeans, the Germans hold the fork in the left hand and the knife in the right while eating. There is no switching of the fork from left to right after the meat has been cut. When not being used, place your hand beside the plate.

In Germany it is not considered proper to sit at a table with your hands in your lap. Rest your hands, not your elbows, on the table.

If you are still eating, but wish to set your knife and fork down, cross them on your plate. When you are finished, lay your fork and knife side by side on your plate. This tells the waiter that you are finished eating so he can clear the table.

Pay Up

If you need the waiter/waitress while eating, get his/her attention by calling — Herr Ober or Fraulein. When you are ready to pay for dinner, get the waiter's attention and say "Zahlen, bitte" to let him know you want the check. The waiter will frequently say "Hat es gut geschmeckt?" (Did you enjoy your meal?) At most restaurants you pay the bill directly to the waiter. German law requires that all restaurants and drinking establishments include tax and the service charge in the price of each item on the menu. Thus, the price listed for any dish, meal, course, or drink is all inclusive with 10 to 15 per cent for service (Bedienung) and 13 per cent for value-added tax (Mehrwertsteuer) included in the price. An extra tip is not necessary, although most people do round the bill off to at least the nearest Mark according to the amount to be paid and the service provided. For instance, if the check amounts to DM 11.35 you may say "Zwölf Mark, bitte!" to the waiter, thus indicating that you expect change only for twelve marks and that the rest is for him. The tip is given directly to the waiter upon paying and is not left on the table when leaving the place. But, to repeat, you are under no obligation to give an additional tip. Paying the bill in a restaurant with a personal check or credit card is not yet common in Germany.



WHEN TO DO it

FRUEHSTUECK (BREAKFAST): 7-10 a.m.. Breakfast usually consists of bread, rolls, jam, butter, and coffee (or tea), but additional items such as eggs (normally soft-boiled), cold sausage, or cheese can be ordered. Frequently, in smaller hotels the price of the hotel room includes a simple breakfast. Hotels are the best places to get breakfast, since very few restaurants offer the morning meal.

MITTAGESSEN (LUNCH): 12:2 p.m.. This is the main meal of the day for most Germans, and they eat heavily at this time. In fact, the daily menu is frequently called the MITTAGSKARTE (mid-day list), instead of TAGESKARTE (daily list).

ABENDESSEN (DINNER): 6:30-9 p.m. Some restaurants stay open as late as 11 p.m., so dinner may be had very late if you wish. However, the Germans generally eat their evening meal early, starting about 6 p.m.. Sometimes they have an ABENDKARTE (evening list), which is much more restricted in offerings than what is found on the noon menu.

There are, in addition, two more eating times for the Germans. One is about 10 a.m., when they have their bread and sausage with beer or a pastry with coffee. Then again at about 3-4 p.m., they have KAFFEE (coffee) with pastries, open-faced pies, cakes with rich frostings and whipped cream, or whipped cream as a separate dish, ice creams and sundaes.

WHERE TO DO it

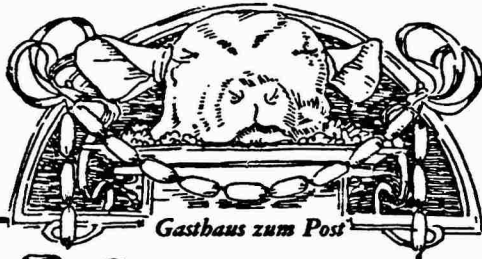
RESTAURANT: offers complete food and drinks.
RATSKELLER: is excellent for regional specialties and traditional German food. One is located in the cellar of the Rathaus (city hall) of many towns in Germany. The Ratskeller are usually high quality restaurants, although often reasonably priced.
GASTSTAETTE: is simply the German word for restaurant. In railway stations they are called **BAHNHOFSGASTSTAETTE**. They serve complete meals.
GASTHOF: is the village word for restaurant. They serve drinks and modest to complete meals.
GASTHAUS: is the same as Gasthof — a restaurant of more or less modest proportions. It offers home cooking and a folksy atmosphere.

SCHNELLIMBISS or IMBISS: is a type of snack bar or hot dog stand offering quick snacks, especially beer and wurst (sausages).
FASTSTAETTE or RASTHAUS: is a restaurant or restaurant-inn along the AUTOBAHN (freeways).
BIERSTUBE: is a beer parlor much like an English pub, serving drinks and light food.
WEINSTUBE: is a wine parlor serving drinks and light food.
SCHNELLBUFFET: is a short-order or cafeteria eatery.
SCHNELLGASTSTAETTE: ("fast restaurant") is a short-order house.
CAFE: is a coffee shop, but besides coffee, you'll be able to get pastries, snacks and drinks.
CONDITOREI: is a pastry shop offering cakes, ice cream and coffee.

'Doing it in Deutschland'-2

Are You A Menu Master?

The following menu (Speisekarte) from a local Gasthaus is not complete. Use the German words in the menu choices to fill in the blanks. Simply place the letter of the correct answers on the lines provided. You can use the Phrase Guide on page 3, the menu on page 4, a "Menu-Master" or a German dictionary if you need help.



Gasthaus zum Post

Vorspeisen

- Dizd. Schnecken DM 7.—
mit (1) _____ und Butter DM 6.50
Wildleberpastete und Toast

(2) _____

- Hausgemachte Zwickelsuppe DM 6.—
Schwachsische Bohnensuppe DM 4.—
Ungarische Gulaschsuppe DM 3.50

Spezialitäten

- Spießchen nach Art des Hauses DM 12.50
mit Curry Reis (3) _____
Wildschweinbraten
"Odenwälder Art"
Hausgemachte Spätzle

(4) _____

- Schweinestak " (5) _____ " DM 15.—
mit Rostkartoffeln

Vom Kalb

- Cordon Bleu mit Schinken und Kase DM 18.—
mit (6) _____ DM 21.—
Zürcher Sahnegeschnetzeltes
mit Kroketten

Fische

- Seezunge mit Krabben, Champignons DM 20.—
und Salzkartoffeln
(7) _____ in Mandelhutter DM 18.—
mit Salzkartoffeln

Beilagen

- Grüner Salat der Saison DM 3.—
Gemischter (8) _____ der Saison DM 4.50
1 Port. Gemüse der Saison DM 5.—
1 Port. (9) _____ Champignon DM 8.—

(10) _____

- Eiswürstchen (Erdbeer) DM 3.50
Schinken-Sahne DM 2.—

Menu Choices

- a. Salat
b. Nachtrisch
c. Suppen
d. "Strassburger Art"
e. Frische

- f. DM 22.50
g. Forelle
h. Brot
i. Vom Schwein
j. Pommes Frites

Check The Check

Use the menu on this page to figure out how much the following complete meals will cost.

- 1 Fresh Mushrooms
1 Onion Soup
1 Shishkebob with Curry Rice
1 Trout in Almond Butter
with Boiled Potatoes
1 Portion of Vegetables

Total: _____

Now, if the service is good, round off to the nearest DM for a tip. The total amount is: _____



On Your Own Turf

When you go out to eat on the economy you have a choice of many types of restaurants. Match the type of restaurant with the correct item in "Where to go if ..." by writing the letter of the restaurant to the left of the situation.

Where to go if ...

- | | |
|--|----------------------|
| 1. You want to take a chow braak on the autobahn. | a. Weinstube |
| 2. You develop a case of the munchies in the train station | b. Conditori |
| 3. You want a "homa cooked meal in a "local" atmosphere. | c. Rasthaus |
| 4. You want a wida choice of wines and a light meal. | d. Schnell Imbiss |
| 5. You want a quick snack on the run. | e. Ratskeller |
| 6. You find yourself starving to death at city hall. | f. Bahnhofsgastaette |
| 7. You feel like having coffee and cake in the afternoon. | g. Gasthaus |

Doing Your Own Thing

Saying it Right

See if you're ready to use German phrases when you go to a restaurant on the economy. First, match the responses on the right with the questions and statements on the left. Then, you can read the questions or statements aloud and a friend can say the responses. Finally, try to say the questions and responses from memory.

Question/Statement

1. Ist hier frei?
2. Was moechten Sie trinken?
3. Hat es gut geschmeckt?
4. Was moechten Sie zum essen?
5. Guten Appetit!
6. Moechten Sie alles zusammen bezahlen?
7. Wo ist die Toilette?
8. Haben Sie Kleingeld?
9. Herr Ober, zahlen, bitte.
10. Kann ich in Dollar zahlen?

Response

- a. Nein, wir moechten getrennt bezahlen.
b. Danke sehr.
c. Ich hatte gern Gedeck Nummer 2.
d. Nein, nur in Deutsche Mark.
e. Bringen Sie mir ein Bier, bitte.
f. Ja, bitte sehr.
g. Ich komme gleich mit die Rechnung.
h. Danke, es hat gut geschmeckt.
i. Geradeaus und dann links
j. Nein, ich habe nur grosses Geld.

W-15

'Doing it in Deutschland'~2

CRYPTO-CODE



Dr. Zap ordered the following items for dinner. Can you break the crypto-code to discover the German words for what he ate? Each letter of the alphabet has been replaced with another. Here are a few hints to help you get started.

1. Each letter is the code for its code. For example, H = S and S = H.
2. The first word is done for you. Now you can decode all of the Y's, R's, V's, I's.
3. Take it from there on your own!

German		English	
1. YRVI	= BIER	=	BEER
2. ADRVYVOHFKKV	=	=	
3. HXSMRGAYO	=	=	
4. HKZVGAOV	=	=	
5. HZOZG	=	=	
6. GLIGV	=	=	
7. PZUUVV	=	=	

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
Y V S B I H E B

← Use this to help you!

THIS PROGRAM...

has been brought to you by The Human Resources Research Organization (HumRRO) under contract to The Army Research Institute (ARI) and the Army Continuing Education Service (ACES).

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Dr. Zap — George Waller
Strac Willie — Richard L. Miller
Chester Boondoggle — Benjamin Lauve
Eastern agents — Gia Lanzano
Contact — Lilburn Dawson

Cut Here

8

NOW GIVE US A PIECE OF YOUR MIND!!

When did you listen to THE TRIPLE TREAT?

Part I (day) (time) Part II (day) (time)

Where did you listen to THE TRIPLE TREAT? _____

Place a check (✓) in the space in each line below which is closest to your opinion of the radio program THE TRIPLE TREAT.

helpful	_____	not helpful	_____
interesting	_____	boring	_____
funny	_____	dull	_____
too short	_____	too long	_____

If you didn't listen to the program, why didn't you?

Which of the following activities did you do in this newspaper? What did you think of the activities? Check the activities you completed. Circle the rating you'd give the activity.

	Rating				
	Poor	Fair	Good	Excellent	Superior
Rate Yourself: Are you a Four Star Restaurateur? (p.1)	1	2	3	4	5
Are You a Menu Master? (p.6)	1	2	3	4	5
Check the Check (p.6)	1	2	3	4	5
Doing Your Own Thing: Saying it Right (p.6)	1	2	3	4	5
On Your Own Turf (p.6)	1	2	3	4	5
Check It Out: Can You Cope? (p.7)	1	2	3	4	5
Coping Contest (p.7)	1	2	3	4	5
Crypto Code (p.8)	1	2	3	4	5

What did you like BEST about the program and activities?

What did you like LEAST about the program and activities?

NAME _____ Mil. Rank _____ Civ. _____ Family Member _____

MAILING ADDRESS _____ Unit _____ APO _____

T-SHIRT SIZE: Men's _____ Women's _____ Child's _____ / S _____ M _____ L _____ XL _____



POSTAGE AND FEES PAID
DEPARTMENT OF THE ARMY
DoD-314

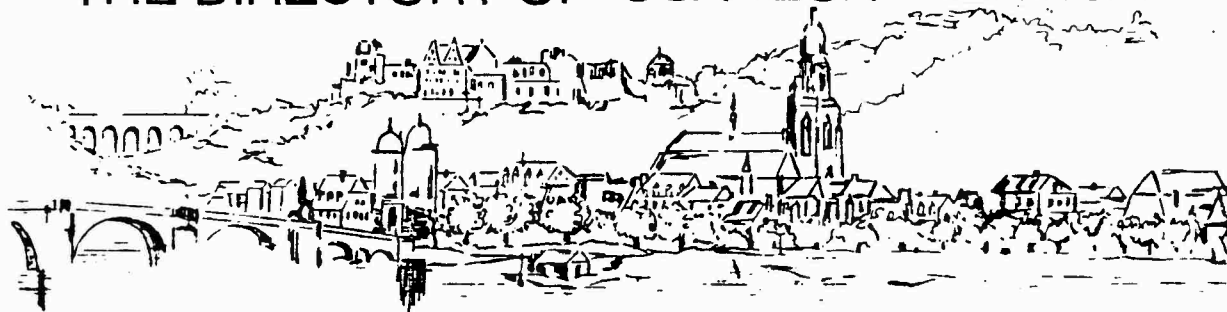
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ACES
AEAGC-G
HQ USAREUR
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ACES
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HQ USAREUR
APO 09403

'Doing it in Deutschland'

THE DIRECTORY OF USAREUR SERVICES



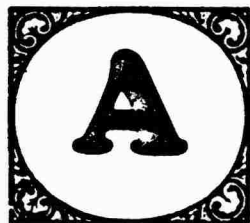
Have you heard or read any of the "Doing It in Deutschland" programs? If so, you probably learned to do many things in Germany — use public transportation, eat out, shop, and understand legal aspects of living in Germany. If you missed the AFN radio broadcasts and/or the Stars and Stripes publications of the "Doing It in Deutschland" programs, don't worry. You can go to your local Army education center, which has copies of all four programs.

There are many other ways that you can get help during your tour overseas. Throughout USAREUR the Army provides many services to military and civilian personnel and their families. Not far from where you are now you can find help in meeting many of your needs. There are agencies which deal with physical and psychological health, leisure and recreation, legal and citizenship matters, financial and consumer affairs, housing, transportation, education, family needs, employment, and more. This DIRECTORY OF USAREUR SERVICES tells you what you can expect from each of the 35 agencies listed. You will learn:

- WHO THEY ARE ...
the name of the agency
- WHY THEY'RE HERE ...
the main purpose(s) of the agency
- WHAT THEY DO ...
the specific services available
- WHO THEY SERVE ...
the eligibility requirements for making use of the agency's services

Some services vary from one community to another, and not all agencies are located in every Army community. To get more information about agencies in your community or to find out where the closest agency office is to you, look in your installation directory or call your nearest ACS Information office.

The people at the agencies described in this DIRECTORY are ready to serve you. That is their mission!



AMERICAN FORCES NETWORK



AMERICAN FORCES NETWORK RADIO & TELEVISION (AFN) — EUROPE

WHY WE'RE HERE ...

To provide the U.S. military community in Germany, Belgium and the Netherlands with a radio and television service of information and entertainment.

WHAT WE DO ...

From its headquarters in Frankfurt, and its nine affiliate stations in Bremerhaven, Berlin, Wuerzburg, Nuernberg, Munich, Stuttgart, Kaiserslautern, SHAPE Belgium and Frankfurt, it produces and broadcasts radio (AM and some FM stereo) and television to a target audience of approximately 500,000 Americans. The network also operates Mini-TV for troops in remote locations.

WHO WE SERVE ...

All members of the military community — military, civilians and family members.



ARMY COMMUNITY SERVICE (ACS)

WHY WE'RE HERE ...



ARMED FORCES RECREATION CENTER (AFRC)

WHY WE'RE HERE ...

To provide recreation programs, facilities, equipment, sites and billeting for use by authorized personnel within the United States European Command.

WHAT WE DO ...

Operate challenging individual and group recreation programs through a variety of outdoor activities: skiing, tennis, golf, hiking, sailing, windsurfing, mountaineering. Provide billeting for families or individuals at Garmisch, Berchtesgaden, Chiemsee and Munich, Germany.

WHO WE SERVE ...

U.S. Military and Civilian personnel employed by the U.S. Forces, their family members stationed in USEUCOM, and their guests, as well as, U.S. citizen civilians and Canadian Forces personnel stationed in the FRG. Other U.S. military stationed outside USEUCOM, retired U.S. military and British Forces, Germany, are authorized space available accommodations.

To provide a focal point in the military community for services to families as well as single soldiers. To assist the commander in the resolution of personal problems and the provision of other services as needed to improve the quality of life and the well-being of members of the command.

WHAT WE DO ...

Essential services required by AR 608-1: 1-Information, referral and follow-up (referral to other agencies when required; follow-up to assure assistance is given); 2-Financial planning and assistance services (financial planning, consumer education, budget planning and debt liquidation); 3-Relocation services (lending closets, fact sheets describing community, welcome packets, orientation/briefing to community); 4-Army Child Advocacy Program (ACAP-insures services to children are provided to include prevention, identification, treatment of child abuse/neglect, foster care); 5-Handicapped Family Member Assistance Services (assistance to assignment authorities and sponsors in obtaining assignments to locations where services are available); 6-Child Support Services (CSS) see separate heading.

WHO WE SERVE ...

All members of the military community — military personnel, civilians and family members.



ARMY & AIR FORCE EXCHANGE SERVICE (AAFES)

WHY WE'RE HERE ...

To provide merchandise and services of necessity and convenience which are not furnished from appropriated funds to authorized patrons at

A cont

uniformly low prices. AAFES also generates earnings to supplement appropriated funds for the support of Army and Air Force Morale, Welfare and Recreational programs.

WHAT WE DO ...

AAFES-Europe is a vital link with home for Army and Air Force communities from the Atlantic Ocean to the Persian Gulf. To bring merchandise and services to soldiers, airmen and families, we operate about 4,000 activities including large department stores, remote site exchanges, cafeterias, McDonald's-style burger bars, 7-Eleven-type convenience stores, garages and service stations, barbershops, movie theaters, laundry and dry cleaning services, a school lunch program, vending machines and a host of other services.

AAFES-Europe offers a military credit program known as Deferred Payment Plan (DPP). We support field exercises, large and small, with a fleet of mobile retail and food vans, free movies, mail order and laundry service.

AAFES gives money to Army and Air Force Morale, Welfare and Recreation programs not supported by your tax dollars. Over the past 15 years, AAFES gave over \$1 billion to pay for libraries, scouting programs, unit funds, bowling lanes, hunting and fishing programs, Army Community Services, Sports and Dayroom equipment and Photo, Automotive and Hobby shops.

WHO WE SERVE ...

All members of the military community (military, civilians, family members) who are entitled to logistical support.



ARMY CONTINUING EDUCATION SYSTEM (ACES)

WHY WE'RE HERE ...

To provide a full range of education programs from functional literacy through the graduate level which are comparable to programs available in the States and which are responsive to the needs of well-motivated soldiers.

WHAT WE DO ...

Full counseling and testing services; learning support for SQT and ASVAB retests; MOS-related instruction; a full language program; Learning Resource

school completion programs; a multitude of undergraduate and graduate degree programs offered through American universities and colleges; information on grant and VEAP programs, the Army Apprenticeship Program, the Servicemembers Opportunity College, DANTES and allied educational information.

WHO WE SERVE ...

All active duty military personnel and eligible civilians (ID card holders).



ARMY EMERGENCY RELIEF (AER)

WHY WE'RE HERE ...

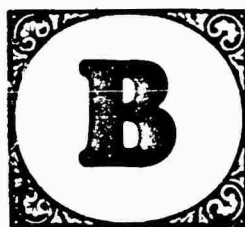
To provide financial assistance to Army people and their families in time of emergency need.

WHAT WE DO ...

Provide emergency assistance to Army people and their family members when faced with a valid emergency financial need and assistance to widows/widowers and orphans of deceased Army personnel. We have an educational assistance program which provides loans/scholarships for unmarried dependent sons or daughters of Army people — active, retired, or deceased.

WHO WE SERVE ...

Army members on extended active duty and their dependents, members of the Reserve Components of the Army (Army National Guard and U.S. Army Reserve) on continuous active duty for more than 30 days and their dependents, retirees, widows/widowers and orphans of eligible Army members.



CHASE
MANHATTAN



MILITARY BANKING FACILITY

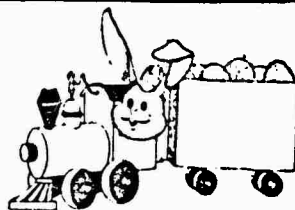
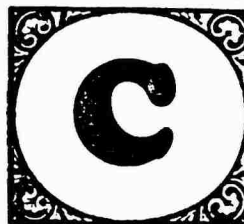
To provide banking services to authorized individuals, military disbursing office, nonappropriated fund instrumentalities and private organizations.

WHAT WE DO ...

Individual checking account services, savings accounts, certificates of deposit, cashiers checks and drafts, money orders, travelers checks, U.S. saving bonds (sales and redemptions), sale of local and foreign currencies, unsecured loans, check cashing for authorized customers, bank transfers, repurchasing of local currency.

WHO WE SERVE ...

Active duty U.S. military personnel, U.S. civilian employees, family members of military and civilian personnel; agencies, and non-appropriated fund instrumentalities carrying on functions on a DOD Installation. Also other individuals who qualify for individual logistic support.



CHILD SUPPORT SERVICES (CSS)

WHY WE'RE HERE ...

To provide an alternative source of care in the military community for children of working parents.

WHAT WE DO ...

Provide day care and drop-in care programs for children aged 6 months to 12 years and preschool programs for children 3 to 5 years old. 1) Day care provides child care and developmental services for children of working parents. 2) Drop-in care/hourly care provides child care and developmental services for children when parents participate in community functions, recreational activities, etc. 3) Halfday care (preschool) provides organized activities designed to promote children's social and intellectual development and to prepare them for entry into the formal school system. 4) Some communities have begun to register family day care homes. These homes provide for infants, 6 weeks to 6 months, as well as older children whose parents prefer this type of care.

All members of the military community (military, civilians, family members) who are entitled to logistical support.



CHAPLAIN'S OFFICE

WHY WE'RE HERE ...

To provide a comprehensive ministry to all service members and their families within the command, including worship; religious retreats; workshops in spiritual, family and personal growth; pastoral care and counseling.

WHAT WE DO ...

Worship experiences are developed to meet the needs of personnel within the command. Christian education classes, support groups, chapel socials and fellowships, Bible studies, marriage encounter and enrichment groups, youth activities, opportunities for lay participation in chapel ministries, chapel choirs and music programs, various kinds of religious retreats.

WHO WE SERVE ...

All members of the military community — military, civilians, family members and retirees.



CIVILIAN PERSONNEL OFFICE

WHY WE'RE HERE ...

To provide a full range of personnel management services for the Department of the Army civilian and local national employees, including recruitment and placement, position and pay management, management-employee relations and training.

WHAT WE DO...

Operate the Dependent Hire Program, recruit for and fill various lower and middle grade positions; classify and determine appropriate grade and pay for all positions; provide employee services, such as processing requests for health and life insurance, providing retirement information and processing, maintain all civilian personnel regulations, directives and files; and maintain civilian personnel records for all employees.

WHO WE SERVE...

Employees and those eligible to apply for positions with the Department of the Army.



CLASS VI STORE

WHY WE'RE HERE...

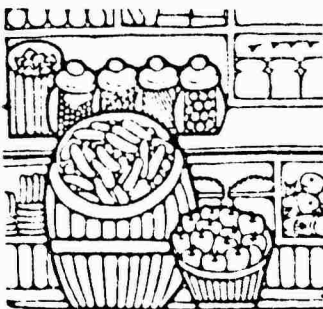
To provide high quality alcoholic beverages at reasonable prices to USAREUR authorized personnel and organizations.

WHAT WE DO...

Establish convenient retail outlets to sell alcoholic beverages by the bottle or case. Customer demand determines brands, types and quantities sold.

WHO WE SERVE...

All military personnel, 18 years of age or older, during their tour of duty in USAREUR. Also USAREUR civilians, family members and certain non-U.S. NATO personnel.



COMMISSARY

WHY WE'RE HERE...

To provide quality food and household items at prices comparable to or less than prices in the U.S.

WHAT WE DO...

Operate self-service supermarket-type stores. Food items and other supplies are stocked from the States and other locations in order to provide customers with quality and economy. Cigarettes, coffee, and tea are rationed items which require a valid ration card for purchase. Baggage and not employees of the commissary; they provide the service for tips only. Requests for new or out-of-stock items may be made to your commissary manager. Some commissaries include specialty shops, such as delicatessens.

WHO WE SERVE...

All military and civilian personnel and their family members who have a valid ID card.



COMMUNITY COUNSELING CENTER (CCC) (formerly Community Drug and Alcohol Assistance Center — CDAAC)...

WHY WE'RE HERE...

To help soldiers, their families, and DA civilians so they are better able to find satisfying ways of working and living which are free of alcohol and drug abuse.

WHAT WE DO...

We provide rehabilitation counseling services for alcohol and drug abusers and their families. We also provide awareness and education classes, crisis interventions, program information, and referrals for medical evaluations if necessary.

WHO WE SERVE...

Our clients include everyone who is entitled to military medical services.



CREDIT UNION

WHY WE'RE HERE...

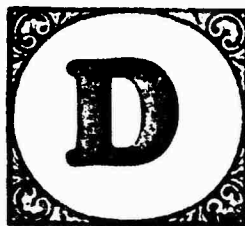
To provide a co-operative savings and loan association with the dual purpose of encouraging thrift and offering members a source of credit at low interest rates.

WHAT WE DO...

Encourage members to accumulate savings as a means of building economic security. Provide various types of loans. Credit Unions also offer their members such advantages and benefits as: a favorable rate of return of savings, insured savings accounts, low cost loans, check cashing service, budget and financial counseling and lifetime membership.

WHO WE SERVE...

Military and civilian personnel and their family members at certain locations in USAREUR and CONUS. (See individual credit unions for specific information which may vary from one credit union to another.)



puters, host nation culture and communications.

WHO WE SERVE...

Minor dependents — child, ward or spouse (under 21) — of DOD military and civilian personnel paid from appropriated funds and stationed overseas. Student must be 5, but not more than 21 years of age by December 31 of the current school year. Handicapped students may enroll at age 3 in DODDS preschool.



DEUTSCHE BUNDESPOST

WHY WE'RE HERE...

To provide Americans with the same mail, telephone and financial services offered to German citizens.

WHAT WE DO...

The Deutsche Bundespost is similar to the U.S. Postal Service. It also includes the equivalent of our telephone companies. Many military installations have a Bundespost Office with English-speaking employees. Americans may use off-post offices as well. You can arrange for installation and termination of home telephone service, pay phone bills, purchase stamps, mail letters and packages, and pay a variety of other bills, (e.g., traffic tickets). You may make phone calls of all types from the Bundespost Office — local and long distance throughout the world, including collect and person-to-person calls. The Bundespost also offers some services typically provided by financial institutions in the U.S.

WHO WE SERVE...

Any person living in or visiting Germany.

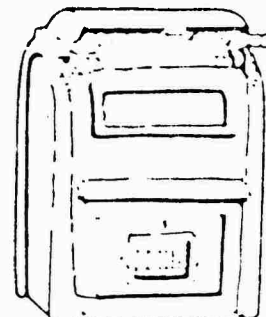
DEPARTMENT OF DEFENSE DEPENDENTS SCHOOLS (DODDS)

WHY WE'RE HERE...

To provide an educational program comparable to that of the public schools in the United States for eligible minor dependents of U.S. Defense Department personnel in overseas locations.

WHAT WE DO...

Offer educational services in language arts, mathematics, science, social studies, foreign language, fine arts, health, physical education, guidance and counseling, athletics, special career and intercultural education and such electives as sex education, drug abuse education, black studies, com-



D Cont.



DRIVER'S ORIENTATION AND TESTING

WHY WE'RE HERE ...

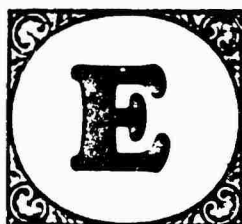
To prepare applicants for the written and road sign tests that must be passed before receiving a license to operate a motor vehicle in Germany.

WHAT WE DO ...

All tests (written, road sign and, if applicable, the road test) are administered, a temporary driver's license is issued and the necessary documents forwarded to USAREUR for issuance of a permanent driver's license.

WHO WE SERVE ...

We provide service to those personnel who are entitled to logistical support under the Status of Forces Agreement. (Normally, personnel who are entitled to a USAREUR driver's license).



EQUAL OPPORTUNITY OFFICE

WHY WE'RE HERE ...

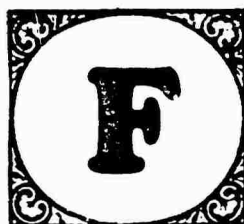
To support commanders in their efforts to achieve the highest state of readiness by helping to insure fair and impartial treatment for all Army personnel and their family members.

WHAT WE DO ...

Develop, coordinate, disseminate and supervise the execution of policies pertaining to the equal opportunity program. Conduct continuous analysis of trends regarding the racial climate in USAREUR.

WHO WE SERVE ...

All active duty personnel and their family members in all USAREUR/7th Army MACOMs.



FINANCE OFFICE

WHY WE'RE HERE ...

To provide financial services to U.S. Army military and civilian personnel and their family members.

WHAT WE DO ...

Cash checks, sale of local currency, travel payments (civilian and military), temporary lodging allowances (military), in and out processing (military), advance payment (military and civilian), maintenance of military pay accounts.

WHO WE SERVE ...

U.S. Army military and civilian personnel, their family members, and members of other services for certain financial services.



HOUSING REFERRAL OFFICE

WHY WE'RE HERE ...

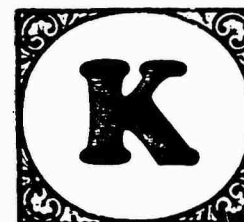
To provide assistance in locating suitable non-discriminatory off-post housing.

WHAT WE DO ...

Obtain and maintain housing listings (vacancies); counsel and provide assistance to applicants; provide transportation to vacant listings; handle complaints; inspect rental property; maintain community liaison; ensure non-discrimination. (An agent may qualify property for listing with HRO only if the agent submits a suitable assurance of non-discrimination.) Provide applicant with general information on the geographic area in which housing is desired, to include, as appropriate: information on public, private and parochial schools; transportation; churches; recreational facilities; shopping centers; emergency service and other community services available in the area.

WHO WE SERVE ...

All U.S. military and their family members, and all eligible DOD civilian employees and their family members.



KONTAKT

WHY WE'RE HERE ...

To develop and maintain positive relationships between Germans and Americans and other nationalities.

WHAT WE DO ...

Promote interaction between U.S. soldiers and Germans and other Europeans through international KONTAKT groups in USAREUR military communities. Activities and programs include recreation, education and community action projects.

WHO WE SERVE ...

USAREUR soldiers and families, with emphasis on single soldiers, ages 18-27, to include interaction with civilian host nation citizens.

Getting What You Want From Agency Services

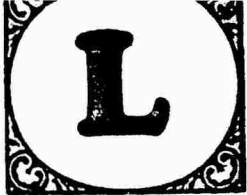
Match the items in Column I (Here is what you need ...) with the items in Column II (Here is where you find it ...). Write the numbers from Column II in the space to the left of Column I.

Here is What You Need ...

- a. You want to rent sleeping bags for a camping trip.
- b. You would like some information about tours and shopping trips to factory outlets for beer steins and cuckoo clocks.
- c. You want to check on a problem situation back home.
- d. You want to study FM's, TM's and other publications for your job.
- e. You want to get more practice in your hobby — photography.
- f. You want to study on your own for the SQT.
- g. You would like to learn more about the history of Germany.
- h. You need to give your spouse power of attorney while you're in the field.

Here is Where You Find It ...

- 1. ITT and/or USO
- 2. MOS Library
- 3. Recreation Center
- 4. Outdoor Recreation
- 5. TEC tapes (Training Extension courses)
- 6. Red Cross
- 7. Legal Assistance Office
- 8. Post Library
- 9. Army Emergency Relief



Right Questions ... To Get The Right Answers

Know what you need to ask.
Ask the right person, at the right place, at the right time.
State your question clearly.
Explain any special circumstances.
Repeat your question using other words if the person doesn't seem to understand.

Be polite, courteous and patient.
But be assertive.
Get all the information you can.
If you don't understand an answer, ask for an explanation.
Know when your question has been answered.
If one person doesn't have the answer, find out who does.
If you might forget the answer, write it down.



USAREUR LAW ENFORCEMENT ACTIVITIES

WHY WE'RE HERE ...

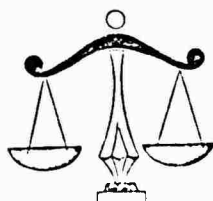
To perform combat support, law and order, physical security, criminal investigations, customs and confinement missions in support of the USAREUR commander, the soldiers, DOD civilians and family members.

WHAT WE DO ...

a) 2d Region, United States Army Criminal Investigation Command provides investigative support for all serious criminal offenses. b) 42d MP Group (Customs) enforces all U.S. customs laws and regulations to include special programs for EUCOIA-wide military customs inspections and monitoring of blackmarketing activities. c) USAREUR and major subordinate command provost marshalls provide: 1-Issuance and control of privately owned vehicle operators licenses and registration of POV's and firearms. 2-Community and Installation law enforcement operations. 3-Confinement of U.S. prisoners. 4-Development and Implementation of crime prevention programs. 5-Development of nuclear, chemical and conventional security policies and programs. 6-Drug suppression operations.

WHO WE SERVE ...

All U.S. military and civilian personnel and their family members.



LEGAL ASSISTANCE OFFICE

WHY WE'RE HERE ...

To provide assistance on legal mat-

ters of a civil law nature with both military and German authorities.

WHAT WE DO ...

Assistance is available for such matters as adoption, change of name, naturalization, citizenship, divorce and separation, immigration, insurance, issuance of passports to persons other than U.S. nationals, civil rights, domestic relations, nonsupport of dependents, personal finances, sales contracts, debts, taxes, personal property, power of attorney, wills, and German law. In some offices, a German attorney is available. All LAOs will supply you with a list of local German lawyers who speak English.

WHO WE SERVE ...

All members of the U.S. military community - military personnel, civilians and family members.



MEDICAL SERVICES — 7th MEDCOM

WHY WE'RE HERE ...

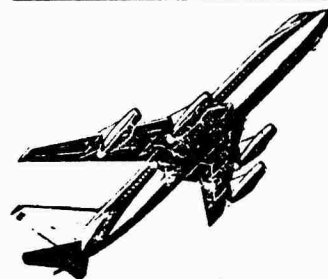
To maintain the health of the U.S. Army in Europe and to conserve its fighting strength. Care is provided for the sick and the injured in peacetime and, concurrently, preparations are made for health support of USAREUR in time of war.

WHAT WE DO ...

Provide a full range of medical and dental services. Availability of services vary at any of the two medical centers, ten hospitals, 54 health clinics, 11 dental activities and their 50 dental clinics. Limited veterinary services are available at each of the medical centers and hospitals.

WHO WE SERVE ...

Active duty members of the Uniformed Services, their family members and DOD civilians and their family members.



MILITARY AIRLIFT COMMAND (MAC) — SPACE A TRAVEL

WHY WE'RE HERE ...

To provide space available travel on MAC and commercially chartered flights after those flights have first been loaded with duty passengers and priority cargo.

WHAT WE DO ...

To provide a broad range of recreational and leisure time programs for USAREUR military communities through participation in physical, mental, social and cultural activities.

Within Germany, service members and their families may catch "hops" to and from destinations throughout Europe, as well as, to CONUS. Space available travel to such places as Spain, England, Greece, Turkey, and Italy can be arranged at very low cost (usually a \$10.00 processing charge). Service members must be in uniform and must have valid leave orders, ID card, and, in some cases, their immu-

nization certificate and passport. Family members must have their necessary travel documents (passport and visa, for non-U.S. citizens). Current information on destinations, the best times to depart, the frequency of flights and procedures to follow are available from the MAC terminals in Frankfurt and Ramstein.

WHO WE SERVE ...

Active duty and retired military, and family members accompanied by their service sponsor may travel Space A to, from and within overseas areas.



MORALE SUPPORT ACTIVITIES (MSA)

WHY WE'RE HERE ...

LIBRARIES — Leisure reading, periodicals, references and audio-visual materials; SPORTS — on/off duty competitions for teams and individuals, conditioning; OUTDOOR RECREATION — check-out centers, camping and gardening; BOWLING — pro-shop, snacks; RECREATION CENTERS/ITT — Social, cultural, information, Tours and Travel; ARTS & CRAFTS — auto repair, photography, and multi-purpose shops; MUSIC & THEATER — music instruction, little theater, touring shows; YOUTH ACTIVITIES — mini MSA program for 6 to 19 year old family members.

WHO WE SERVE ...

Active duty and retired military, authorized civilians and their family members. (IAW Table 1-1; AR 28-1 and UR 600-700.)

'Doing it in Deutschland'



WHO WE SERVE...

Active duty and retired military, authorized civilians and their family members. (IAW Table 1-1, AR28-1 and UR 600-700.)

solution and identify other resources in the community to help resolve problems. **COMMUNITY VOLUNTEERS** — serve in many capacities as caseworkers at clinics, offices, schools, etc. In addition, youth services utilizes youngsters as volunteers and in special programs such as Clown Corp., Basic Aid Training, etc. **HEALTH & SAFETY** — The American Red Cross teaches skills in first aid, water safety, small craft, and cardiopulmonary resuscitation (CPR). Courses are also available in Preparation for Parenthood, Vital Signs, Super Sitter and more.



POSTAL OPERATIONS DIRECTORATE/U.S. ARMY POSTAL GROUP — EUROPE

WHY WE'RE HERE...

To provide mail service throughout the Theater Army Europe, Belgium and Holland.

WHAT WE DO...

Exercise command and control over three Postal Companies and 17 Postal Detachments located in Germany, Belgium and Holland to include technical control over all postal operations with the European Theater. Services include sales of stamps and money orders, mailing of first class letters, including registered, certified and other special services; mailing of parcels: Air mail, SAM (Space Available Mail), or PAL (Parcel Airlift) and other special mail services. (Your APO has available publications describing specific guidelines regarding customs and mailing regulations.)

WHO WE SERVE...

All U.S. military, active duty and retired; their family members and DOD civilians and family members.



RECREATION CENTERS — INFORMATION, TOURS AND TRAVEL (ITT)

WHY WE'RE HERE...

To provide a program/facility to meet multi-purpose social and cultural needs of the military community. This is the hub of information and on-post social activities.

WHAT WE DO...

Programs range from drop-in type (e.g., TV, billiards, table tennis) to scheduled special events, classes and theme parties. Rec Centers provide the setting for clubs and other special interest groups (e.g. Economy Wives, Coin Collectors) and competitions (e.g. chess, pool, pinoclie). ITT provides information on activities in the area, tickets for concerts, travel and tours. Travel opportunities vary from one-day, low cost local sights to week-long visits to Europe's tourist attractions.

American Red Cross



RED CROSS

WHY WE'RE HERE...

To provide direct assistance to military members and their families. The American Red Cross and its program of assistance to the Armed Forces developed when national leaders, both civilian and military recognized the need for social welfare services for military personnel and their families. The need was formally articulated in 1881 when Clara Barton and a few supporters from the Association of the Red Cross. In 1900 the Congress of the United States chartered the organization and it was reincorporated by an Act of Congress on January 5, 1905.

WHAT WE DO...

COMMUNICATIONS SERVICES — Provide a means of communication on family emergencies to members of Armed Forces and their families, worldwide 24 hours. **EMERGENCY FINANCIAL ASSISTANCE** — In case of certain emergencies, an outright grant or interest-free loan. **REPORTING & REFERRAL** — Counseling for personal or family problems — the Red Cross worker helps the service member identify and understand the problem, find a

WHO WE SERVE...

All members of the military community (military, civilian and family members) who are entitled to logistical support. (Emergency financial assistance limited).



RE—ENLISTMENT/ CAREER COUNSELOR

WHY WE'RE HERE...

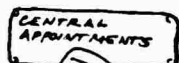
To provide the individual soldier with assistance/guidance in selecting or remaining in current MOS for career progression, obtaining reenlistment, and assignments/options. To advise commanders on reenlistment matters.

WHAT WE DO...

Counsel soldiers. Assist soldiers with problems associated with reenlistment, extensions, specific options, etc. Provide advice to ineligible soldiers on requirements to become eligible for reenlistment.

WHO WE SERVE...

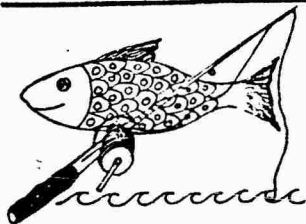
All soldiers eligible for reenlistment.



How To Get Service From The Services

Know where to go and who to see.
Make an appointment, if necessary.
Get to the appointment on time.
If you can't keep an appointment, call to tell the person.
Acquire any necessary authorization and/or assistance from your chain of command.
Go prepared. Know what information/services you need. Take all required papers/documents.
Follow the agency's operating procedures (e.g., take a number, fill out an application).

Be polite, courteous and patient.
Be assertive; know your rights regarding services.
Be aware that one agency can help you to obtain services from another agency.
Recognize the problems agency personnel might face: understaffing/over work/peak times, such as 7 day days/new to the job.
Realize that a few agency personnel may be incompetent, lazy or uncooperative. You need to be skillful to get their help.
Keep at it until you find the agency or person who can help you.
Be considerate of other clients/customers seeking/using the services.
Show your appreciation for services received.



ROD AND GUN CLUB

WHY WE'RE HERE...

To join together to accomplish mutual interests; to promote the American-European relations through local and international sporting activities; to coordinate the shooting, fishing and hunting programs for members of the clubs; and to promote educational programs to help the newcomer enjoy field and stream activities.

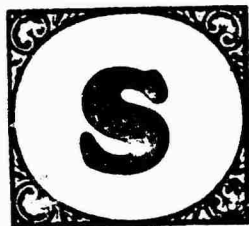
WHAT WE DO...

HUNTING AND FISHING: Sponsor fishing contest and annual hunting and fishing instructors' course. Control of U.S. game quotas. Furnish training tests and materials to Hunting and Fishing Offices.

SHOOTING: Sponsor teams in International and German style hunting (Deutsche Jaeger Verein Club -DJV) championships, and the Armed Forces skeet shoot. Coordinate the European shoot program and schedule for NSSA, ATA and NRA.

GENERAL: Maintain film library, assist members on special projects and organization of trips.

U.S. military and civilian personnel and their family members and active members of the Association. Associate membership includes NATO forces military and civilian components.



The STARS and STRIPES

STARS AND STRIPES BOOKSTORE & NEWSPAPER

WHY WE'RE HERE...

To provide a daily "home-away-from-home" newspaper for U.S. military personnel and their families, as well as, U.S. civilians stationed in Europe, the United Kingdom, the Middle East and North Africa. To operate bookstores at military installations throughout these areas. The newspaper can be purchased at Stars & Stripes bookstores, some military dining facilities and snack bars on military installations. Additionally, Stars & Stripes operates a job printing shop that offers service to U.S. military agencies in Europe.

WHO WE SERVE...

All members of the military community — military, civilians and family members.



UNITED SERVICE ORGANIZATION

WHY WE'RE HERE...

To serve the spiritual, social, recreational, educational and entertainment needs of U.S. service members and their family members worldwide.

WHAT WE DO...

A wide variety of programs and services is provided through eight principal USO locations: Frankfurt International Airport, Frankfurt, Hanau, Baumholder, Kaiserslautern, Mannheim, Stuttgart and Wiesbaden. Services and

programs include intercultural understanding, extensive information and referral, travel assistance, informal education, community involvement, recreation activities, orientation to foreign cultures, USO shows and assistance to economy families through outreach programs.

WHO WE SERVE...

All members of the U.S. military forces and their family members, members of the Reserve Forces and National Guard while on active duty status, military personnel of other nations under special conditions, U.S. government civilian personnel overseas and their family members.



VEHICLE REGISTRATION

WHY WE'RE HERE...

To provide, in the Federal Republic of Germany and West Berlin, personnel and facilities for the issuance and control of privately owned vehicle operator's licenses, the registration or privately owned vehicles and firearms, and related services.

What do you think?

Help us evaluate the usefulness of this DIRECTORY. Answer the questions on this page. Then fold on the dotted line and staple or tape closed in one place so that the address is on the outside. Just drop it in any APO mailbox. Thanks!

a. Overall, how helpful was the DIRECTORY?

- _____ (1) extremely helpful
- _____ (2) quite helpful
- _____ (3) moderately helpful
- _____ (4) somewhat helpful
- _____ (5) not at all helpful

b. How many of the 35 agencies listed in this DIRECTORY had you never known about before?

c. For how many of the 35 agencies listed in this DIRECTORY did you learn something new?

d. How many of the 35 agencies listed in this DIRECTORY have you or your family used the services of?

e. Do you think that you are more likely to use the services of USAREUR agencies now that you have read this DIRECTORY?

_____ Yes _____ No

f. Other comments:

For which agencies would you like more information and/or instruction? List them in the left-hand column below. What types of information and/or instruction would you like for each agency? List this information in the right-hand column below.

Names of Agencies _____ Types of Information/Instruction _____

Which of the following are you?

- _____ Army service member; rank _____
- _____ Civilian employee; GS/GSE _____
- _____ Spouse of Army service member _____
- _____ Spouse of civilian employee _____
- _____ Other. Please specify _____

Are you male _____ female _____

How long have you been in Germany? _____

Where do you live?

- _____ barracks
- _____ U.S. housing area
- _____ on economy

V cont

WHAT WE DO . . .

We issue privately owned vehicle operator's licenses, registrations of privately owned vehicles, as well, as registration of privately owned firearms.

WHO WE SERVE . . .

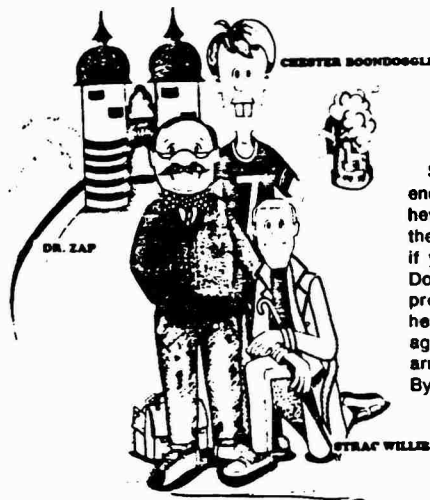
All military personnel, eligible civilians and their family members. (Normally, personnel who are entitled to PX rationed items are entitled to a USAREUR driver's license).

WHAT WE DO . . .

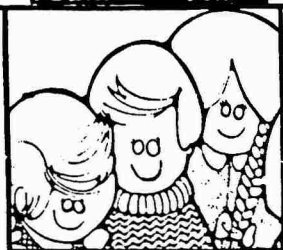
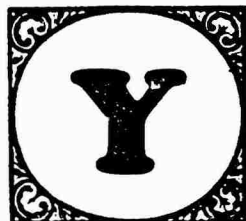
Programs are organized by age groups in the areas of sports (e.g. baseball, football, soccer); outdoor activities (e.g., swimming, cheerleading); programmed activities (e.g., dances, classes, clubs); drop-in activities at the Youth Center (e.g., TV, games, snacks); and cultural tours.

WHO WE SERVE . . .

Youths (i.e., 6 to 19 years) who are family members of active duty and retired military and authorized civilians. (IAW Table 1-1, AR 28-1 and UR 600-700)



Strac Willie, Dr. Zap and Chester Boondoggle have enjoyed sharing their adventures with you. If you missed any of the Doing It in Deutschland programs or would like to hear and/or read them again, go to your local army education center. Bye, for now!



YOUTH ACTIVITIES

WHY WE'RE HERE . . .

To provide a broad range of sports, recreational and cultural programs for the youth (i.e., age 6 to 19) who are family members in USAREUR military communities.

Agency Scramble

Directions:

Select one word from each of the three columns below in order to form the name of a USAREUR agency which provides services to soldiers. You may use a word more than once. Some words should not be used. Find as many agency names as you can and write them in the spaces provided. An example is shown in the first space.

1.	2.	3.
American	Assistance	Activities
Armed	Community	Bank
Army	Education	Center
Civilian	Emergency	Club
Class	Forces	Cross
Credit	Opportunity	Facility
Dependent	Personnel	Flight
Equal	Post	Network
Housing	Red	Office
Information	Referral	Organization
Learning	Resources	Program
Legal	Service	Relief
Morale	Support	Services
Public	Tours	Station
Rail	Transportation	Store
United	Youth	Travel

	Army	Post	Office
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			
16.			

THIS DIRECTORY . . .

has been brought to you by The Human Resources Research Organization (HumRRO) under contract to the Army Research Institute (ARI) and Army Continuing Education Services (ACES).

The Life Coping Skills in USAREUR Project Staff:

Richard L. Miller, Project Director
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APO New York 09403
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(Civ) 0621-730-7635/6386

The information contained in this DIRECTORY was supplied by representatives of each of the agencies listed.

ACES
AEAGC-G
HQ USAREUR
APO 09403

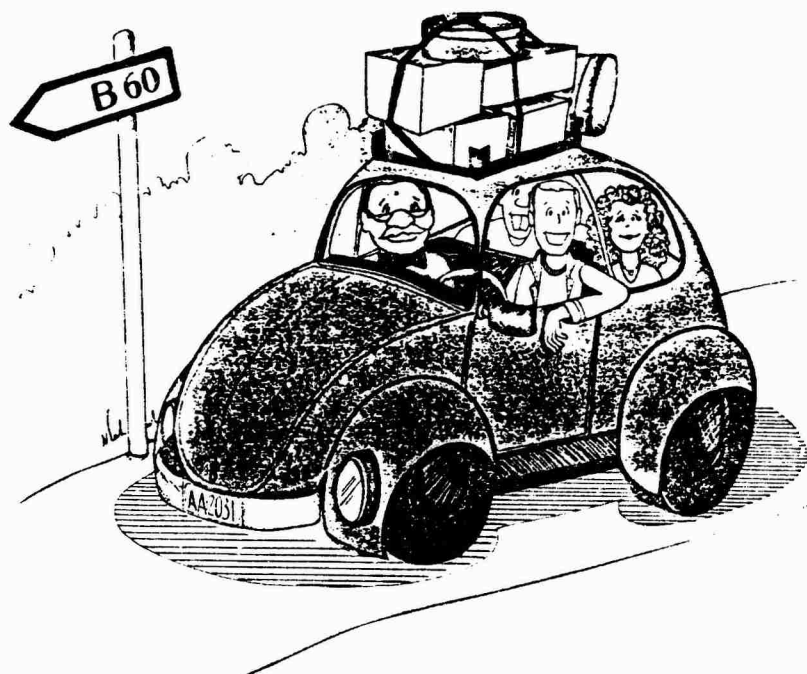
POSTAGE AND FEES PAID
DEPARTMENT OF THE ARMY
DoD-314



ACES
AEAGC-G
HQ USAREUR
APO 09403

'Doing it in Deutschland' 3

THE GOODS TO GO



What Are They Up To This Time?

If you've heard other episodes of "DOING IT IN DEUTSCHLAND," you know that Strac Willie, Chester Boondoggle, and Dr. Zap are frequently called upon by "Contact" to take part in a special mission. Well, they're at it again in The Goods to Go.

Strac Willie

Strac is really excited about this mission because it's in the field and top secret. In his enthusiasm, he confuses a very important piece of information. Because of this, Strac gets a Huelle for his 008 Schirm.

Doctor Zap

Dr. Zap knows as much about shopping on the economy as he does about eating on the economy. And everyone knows how well he can eat! His German's not perfect, but he makes himself understood and helps his friends with the language. For example, he tells Strac he should be "druecken-ig" instead of "ziehen-ing."

Chester Boondoggle

Chester has picked up some pointers from Dr. Zap. He's learned that it can be helpful to have information at your fingertips. He was especially happy to be able to help 7/11 during their mission preparations.

7/11

No, 7/11 isn't the name of the store where our friends shop. It's the code name of the special agent who has joined them for this task. She's a newcomer, but becomes part of the team as they Do IT in Deutschland.

Find out more about this top secret mission that was so secret even the "agents" didn't know what they were doing. Listen to The Goods To Go on AFN at one of the times listed in the schedule. Use the information on pages 2 and 3 during the broadcast. Then complete the rest of the pages on your own or with a friend or family member. You'll soon be ready to shop on the Hauptstrasse or in your neighborhood Metzgerei.

Schedule of AFN Broadcasts

Monday, 14 February — 1100 hours

Wednesday, 16 February — 1900 hours

Saturday, 18 February — 1200 hours

What's It All About?


Have you seen and heard the other DOING IT IN DEUTSCHLAND programs? This episode, The Goods To Go, is one of a series of programs each of which deals with a different "IT." When you have finished using this Stars & Stripes supplement and have listened to the AFN-radio broadcast of The Goods To Go, you will be able to shop on the German economy. Other programs are about using public transportation, eating out on the economy, and understanding the legal aspects of living in Germany. Be sure to participate in all of these programs. Remember, if you miss the AFN broadcasts and/or the Stars & Stripes inserts, you can go to your local Education Center. They'll let you use the programs you missed, so that you'll soon be "Doing IT in Deutschland" too!

JOIN THE WINNERS!

Have you seen anyone wearing a T-shirt with a picture of Strac, Dr. Zap and Boondoggle "DOING IT IN DEUTSCHLAND?" Well, they're COPING CONTEST winners. You, too, can be a winner. Learn how by reading the Coping Contest rules on page 7. Then listen to the AFN broadcast and complete the following pages. Good luck!

CHECK YOUR CONSUMER SENSE:

Circle the correct ending to each of the following statements.

1. The German name for a type of clothing is: a. Leder b. Teuer c. Hemd d. Seil.
2. A metric measure for weight is: a. celsius b. milligram c. kilometer d. centiliter.
3. The German size for an American size 15½ shirt is: a. 39 b. 41 c. 36 d. 50.
4. A store in which you would buy furniture is: a. Metzgerei b. Moebel-geschäft c. Kunsthandlung d. Kiosk.
5. Mehrwertsteuer is a: a. seasonal sale b. department store c. children's clothing d. value added tax.
6. The clothing care symbol  means: a. do not clean b. machine wash c. drip dry d. hand wash only.
7. On all but the first Saturday of the month, German stores are open from: a. 0830-1800 b. 1500-1830 c. 0830-1300 d. 0400-1600.
8. The German phrase "Ich habe Grösse ..." means: a. I would like ... b. Can you show me ... c. How much is this ... d. I am size ...
9. The sign "Schlussverkauf" in a store window means: a. clearance sale b. the store is closed c. the store accepts dollars and DMs d. the store sells housewares.
10. If you asked for a "grauen wollen Rock," the salesperson would show you: a. a green striped sofa b. a grey wool skirt c. a yellow suede coat d. a white silk blouse.

Check your answers on page 7. Give yourself 1 point for each correct response. Then find out your consumer sense.

Confused
Customer

0 — 2

Bashful
Buyer

3 — 5

Confident
Consumer

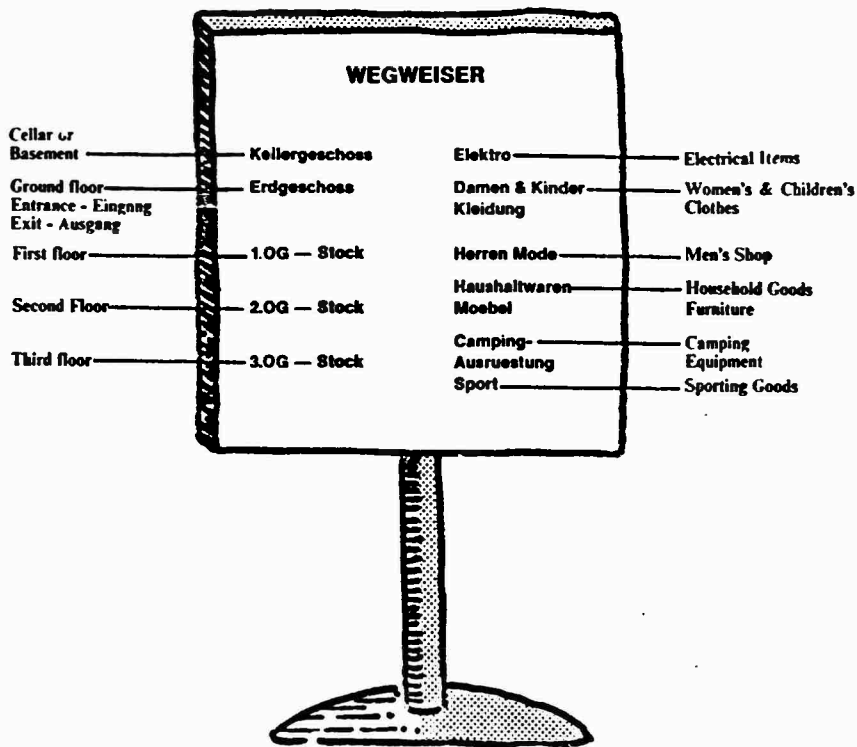
6 — 8

Savvy
Shopper

9 — 10

'Doing it in Deutschland' ~3

STORE DIRECTORY



Other Helpful Signs

To Steps -

Treppen

To Elevator -

Fahrtstuhl

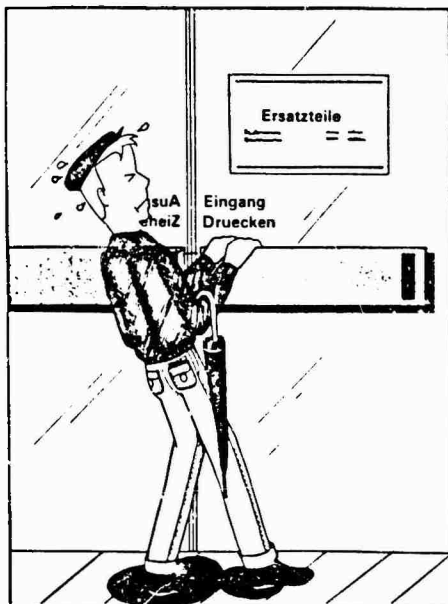
To Escalator -

Rolltreppe

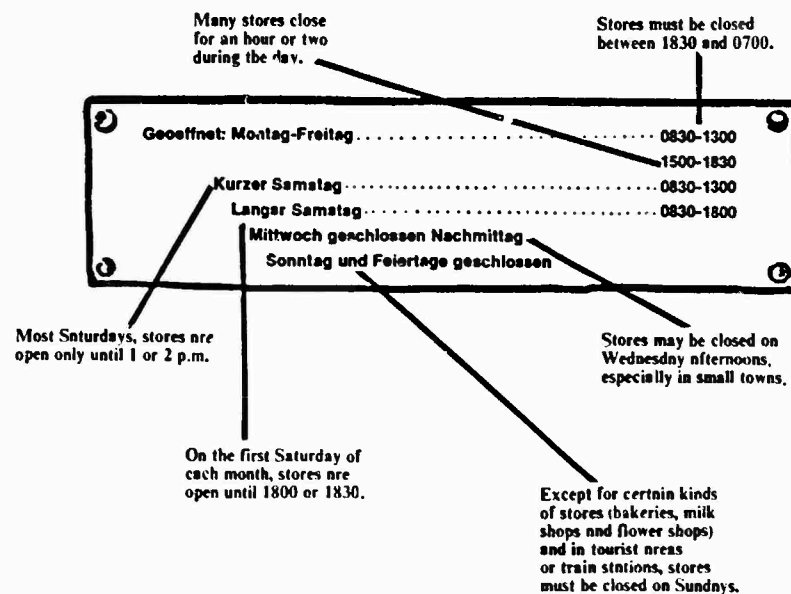
To Emergency Exit -

Notausgang

HOURS OF OPERATION



Strac tried to ziehen (pull) when he should have druecken (pushed).



'Doing it in Deutschland' ~3

American-German Size Conversion Chart



WOMEN: Blouses and Sweaters

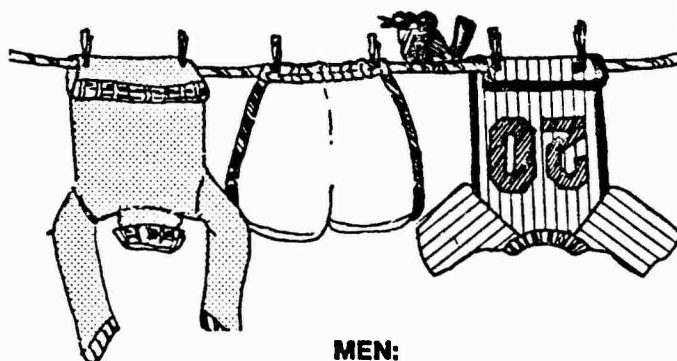
U.S.	32	34	36	38	40	42
German	40	42	44	46	48	50

Dresses and Suits

U.S.	10	12	14	16	18	20
German	38	40	42	44	46	48

Shoes

U.S.	4	5	6	7	8	9
German	35	38	37	38	39	40



MEN: Suits, Coats, Slacks and Jackets

U.S.	34	36	38	40	42	44
German	44	46	48	50	52	54

Shoes

U.S.	8	9	10	11	12	13
German	39	40	41	42	43	44

Shirts

U.S.	14	14½	15	15½	15¾	18	16½	17
German	38	37	38	39	40	41	42	43

Hints For Converting:

1. For blouses, add 8 to U.S. sizes (a.g., U.S. 34 = German 42).
2. For dresses/skirts, add 28 to U.S. size.
3. For shoes, add 31 to U.S. size.

CLOTHING CARE INSTRUCTIONS

The following symbols appear on European clothing. Beside each symbol, its meaning is given.



1. Hand wash only.



2. Garment may be dry cleaned. Sometimes this sign is combined with a "Don't Wash" sign, which means it must be dry cleaned. If the "Don't Wash" sign is absent, the consumer has the choice.



3. Do not dry clean.



4. Machine wash.



5. Do not bleach.



6. Do not hang to dry; dry flat, or on a frame.



7. Drip dry. Hang while wet for best results



8. Tumble dry if so desired. If sign is in green, high heat may be used; if amber, use low heat

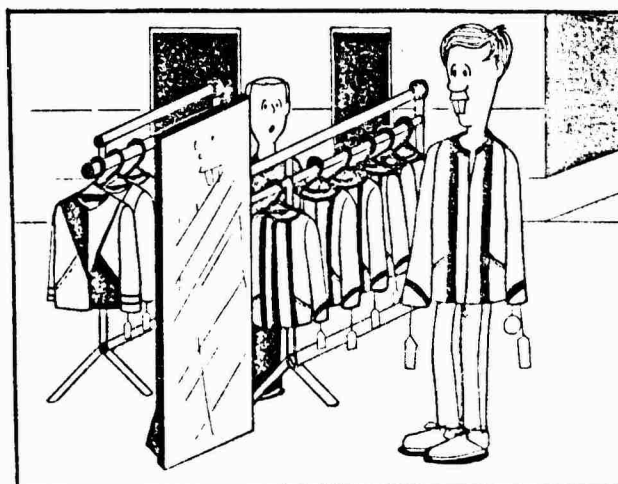


9. Warm iron. One dot means cool iron; three dots mean a hot iron.



10. Do not iron.

Note: An X through any symbol means "DO NOT ..."



Have Strac and Boondoggle found just the right thing for their mission?

'Doing it in Deutschland' -3

German Money Identification

Coins (Muenzen)

- a. ein Pfennigstück = 1-pfennig piece
- b. ein Zweipfennigstück = 2-pfennig piece
- c. ein Fünfpfennigstück (ein Funder) = 5-pfennig piece
- d. ein Zehnpfennigstück (ein Zehner, ein Groschen) = 10-pfennig piece
- e. ein Fünfzigpfennigstück = 50-pfennig piece
- f. ein Einmarkstück = 1-mark piece
- g. ein Zweimarkstück = 2-mark piece
- h. ein Fünfmarmstück = 5-mark piece

Bills (Geldscheine)

- a. ein Fünfmarkschein = 5-mark bill
- b. ein Zehnmarkschein = 10-mark bill
- c. ein Zwanzigmarkschein = 20-mark bill
- d. ein Fünfzigmarkschein = 50-mark bill
- e. ein Hundertmarkschein = 100-mark bill

Shopping With German Money

\$ to DM

- To change U.S. dollars into Deutsche Marks:

- Multiply the amount of U.S. dollars by the amount of DMs in one U.S. dollar.
- Round your answer to the nearest Pfennig.

DM to \$

- To change Deutsche Marks into U.S. dollars:

- Divide the total amount of DM by the number of DMs in one U.S. dollar
- Round your answer to the nearest cent.

Examples

(If the Exchange Rate is \$1.00 = DM 2.30)

- \$ 4.50 = how many DM?

$$\begin{array}{r} 4.50 \\ \times 2.30 \\ \hline 13500 \\ \underline{900} \\ 10350 \end{array}$$

10.35 = DM 10.35

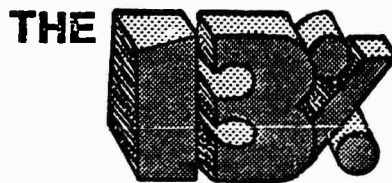
- DM 150 = how many dollars?

$$\begin{array}{r} 150 \\ \div 2.30 \\ \hline 65.217 \end{array}$$

$$65.217 = \$ 65.22$$

$$\begin{array}{r} 1380 \\ 1200 \\ \hline 180 \\ \div 2.30 \\ \hline 78.26 \end{array}$$

$$78.26 = \$ 78.26$$



SOLUTION ...

How To Save DMs

Are you interested in saving money? Of course! Well, if you are eligible for logistic support, you are also eligible for relief from German value-added tax. The Mehrwertsteuer (Mwst.) is the 13% tax which is added to the cost of the goods you buy on the local German economy. Usually the price on the merchandise includes the Mwst.

You do not need to pay this tax if:

- you are eligible (US active duty military, US civilian employee of US military or family members of the former).
- the value of your purchase is at least DM 50, excluding the tax.
- you complete the following the procedures BEFORE your purchase is made.

Here is a step-by-step guide to saving DMs.

Step One: Get specific information from your local Community Morale Support Fund (CMSF) office.

Step Two: Select the goods or service you want from a merchant who will accept payment through the tax-relief program. Merchants participate in the program voluntarily.

Step Three: Get an invoice (bill) from the merchant for the desired goods or services.

Step Four: Purchase a DM certified bank check made payable to the CMSF.

Step Five: Take the invoice and check to the CMSF office.

Step Six: Complete the forms at the CMSF office. You will get a purchase order and an Abwicklungsschein (relief certification).

Step Seven: Take the check, the purchase order and Abwicklungsschein to the merchant and pick up the goods.

Step Eight: Have the merchant certify payment on the purchase order and return it to you.

Step Nine: Take or send one copy of the purchase order to the CMSF office.

Step Ten: Enjoy your purchase — Tax free!

With A Little Help From Your Friends

As with most things in DOING IT IN DEUTSCHLAND, service members and their families can get help from several agencies before they go shopping on the economy. Here are some shopping-related services provided in your community.

GO TO:

- ITT, USO or Rec Center
- Community Morale Support Fund (CMSF)
- JAG or Legal Assistance Office
- Military Banking Facilities or Finance Office
- Education Center, LRC, Headstart or Gateway or German Volkshochschule
- Post library, Stars & Stripes Bookstore or German Buchhandlung
- Army Community Service

FOR:

- Group shopping tours (transportation provided)
- Tax Relief (Mehrwertsteuer)
- Interpretation of and advice about sales contracts.
- Exchange dollars for DMs
- German language and customs classes
- Helpful books on what to buy, where to find what you want, how to communicate with store personnel, etc.
- Information and assistance for many aspects of shopping

Approximate Equivalents of English and Metric Measures

SHIFT TO METRIC

LENGTH

1mm = .039 in.	1in. = 25.4mm
1cm = .39 in.	1in. = 2.54 cm
1m = 1.09 yd.	1ft = .3 m
1m = 3.28 ft.	1yd = .91 m
1km = .62 mi.	1mi. = 1.6 km

MASS (Weight)

1g = .035 oz	1oz = 28 g.
1kg = 2.2 lb.	1lb = 453 g.
500g = 1.1 lb.	1lb = 450 g.

CAPACITY (Liquid Measurement)

1ml = .03 fl oz	1fl oz = 29.57 ml
1L = 2.11 pt.	1pt = 47 L
1L = 1.06 qt	1qt = 95 L
1L = 0.76 gal	1gal = 3.79 L

To convert Fahrenheit to Celsius:

- Subtract 32
- Multiply by 5
- Divide by 9

Celsius to Fahrenheit:

- Multiply by 9
- Divide by 5
- Add 32

TEMPERATURE

C°
Celsius
100

80
60
37

25
20

10
0

-10
-17.5

F°
Fahrenheit

212 boiling point of water

160

98.6 normal body temperature
80 warm weather

77

70 room temperature

50

32 freezing point of water

14

0

'Doing it in Deutschland' -3

Boondoggle's SHOPPER'S PHRASE GUIDE

POLITE EXPRESSIONS:

Guten Morgen
Good morning
Guten Tag
Good day
Auf Wiedersehen
Goodbye
Bitte
Please, You're welcome
Danke
Thank you

ASKING QUESTIONS:

Wo finde ich...
Where can I find...
Können Sie mir helfen?
Can you help me?
Haben Sie...?
Do you have...?
Können Sie mir... zeigen?
Can you show me...?
Wieviel kostet es?
How much is it?
Können Sie langsamer sprechen?
Can you speak more slowly?

GETTING SERVICE:

Ich möchte...
I want...
Ich hätte gerne...
I would like...
Ich habe...
I am...
Geben Sie mir das da...
Give me that...
Ich nehme...
I take...

USE
THESE FOR
HELP



GERMAN STORES AND WHAT THEY SELL

ANTIQUARIATHANDLUNG	an antique store
APOTHEKE	a pharmacy; handles only prescription and non-prescription drugs
AUTO-HANDEL & VERMIETUNG	car dealers and rental
AUTO-REPARATUREN	car repairs
BAECKEREI	bakery; breads, rolls, pastries and other fattening foods
BAST UND HEIMWERKESGESCHAEFT	hobby & craft shop; craft supplies, handyman supplies, do-it-yourself home repair and decorating supplies
BETTENGESCHAEFT	bed shop; beds, sheets, comforters, blankets, pillows, etc.
BLUMENGESCHAEFT	florist; fresh and dried flowers, potted plants, vases
BUCHHANDLUNG	book shop; books, maps, calendars
DROGERIE	drug store; most items you would expect to find in American drug stores except pharmacy items
DRUCKEREI	printer, misc. printing, i.e. pamphlets, letterhead, etc.
EISENHANDLUNG	hardware store; similar to U.S. hardware stores; you can usually find rock salt here
ELEKTROGESCHAEFT	electric shop; light fixtures, wiring supplies, some electric appliances
FAHRRADGESCHAEFT	bicycle shop (including repairs and spare parts)
FARBENGESCHAEFT	paint and wall covering shop; paints, wallpaper, supplies for applying wall coverings
FEINKOSTLADEN	fine food shop; imported food items, dell items, exceptional wines and liquors
FOTOGESCHAEFT	photo shop; cameras, projectors, film, meters, lens, carrying cases, tripods, etc. film processing
FRISEUR	beauty shop (men, women & children)
GARTENGESCHAEFT	garden shop; seeds, plants, planters, garden tools
GARDINENGESCHAEFT	all sorts of curtains, drapes, etc. in different shapes and sizes
GEMUESELADEN	fresh vegetables and fruits shop
GESCHENK-BOUTIQUE	gift shop; boutique gifts in all price ranges
HANDARBEITSGESCHAEFT	needlework shop; needlepoint, crochet, knitting, tapestry
HAUSHALTSWAREN- GESCHAEFT	houseware shop; items for the kitchen, china and pottery, crystal, pots and pans, household accessories
HUTLADEN	hat shop
HUT UND REGENSCHIRM GESCHAEFT	hat and umbrella store
KAUFHAUS (WARENHAUS)	large department shop
KIOSK	small stand selling newspapers, magazines, candy, beverages (some sell sandwiches and hot dogs)
KLEIDERGESCHAEFT	clothing store
KRAFTFAHRZEUGTEILE GESCHAEFT	automotive parts store
KUNSTHANDLUNG	art shop; paintings, prints and frames
KURZWARENGESCHAEFT	dry goods store (all sorts of sewing notions)
METZGEREI	butcher; fresh meat, sausages, etc.
MOEBELGESCHAEFT	furniture store
MOTORRAD-GESCHAEFT	motorcycle shop; sale and repair of motorcycles
SCHMUCKWAREN- GESCHAEFT	jewelry store
SCHUMACHER	shoe repair shop
SCHREIBWAREN-GESCHAEFT	stationery store
SPIELWAREN-GESCHAEFT	toy shop; toys for children of all ages
TABAKWAREN	store for all sorts of smoking accessories, i.e. cigarettes, cigars, cigarillos, pipes, lighters, etc.
TAPETEN-GESCHAEFT	wallpaper shop; various types of wallpaper and wall-posters, etc.
TEPPICH-GESCHAEFT	rug shop; all sizes and shapes of rugs, shags.
UHRENGESCHAEFT	shop for clocks and watches; most of them also do repairs

For Bargain Hunters

billig
cheap
teuer
expensive
preiswert
budget priced
Sonderangebot
bargain
Angebot der Woche
This week's special
Schlussverkauf
Clearance sale
sparen
save



WAS FARBEN, BITTE?

black	schwarz
blue	blau
brown	braun
green	gruen
grey	grau
orange	orangen farben
pink	rosa
red	rot
white	weiss
yellow	gelb



Fabric And Fiber Names

1. Reine Schurwolle	Pure new wool
2. Wolle	Wool
3. Baumwolle	Cotton
4. Seide	Silk
5. Synthetisch	Synthetics
6. Kord	Corduroy
7. Leder	Leather
8. Bügelfrei	Wash and wear



We can only give you a few helpful words and phrases. When you shop, it would be helpful to know the German words for types of clothing, car parts, kinds of food and other items you'd like to buy. There are many handy little books available at your Stars and Stripes Bookstore, and at the Buchhandlung on the Embassy. And don't forget the book you can use as a start at Gateway.

'Doing it in Deutschland' -3



It's Your Turn To Play a Role



Here's your chance to play a role: first, as a shopper (Kaeufer); then, as a Salesperson (Verkaeufertin). You will need another person to take the other role. (Perhaps, you have a German acquaintance who will help you). Repeat the dialogue until you think you're ready to be recorded in an episode of "DOING IT IN DEUTSCHLAND" or until you feel comfortable enough to go into a German store and use what you have learned.

Kaeufer
Verkaeufertin
Kaeufer
Verkaeufertin
Kaeufer
Verkaeufertin
Kaeufer
Verkaeufertin
Kaeufer
Verkaeufertin
Kaeufer
Verkaeufertin
Kaeufer
Verkaeufertin
Kaeufer
Verkaeufertin

Guten Tag!
Guten Tag! Was darf es sein?
Ich moechte bitte ein Hemd kaufen.
Was fuer eine Groesse und Farbe?
Meine Groesse ist vierzig und die Farbe soll weiss sein.
Hier ist ein schoenes Hemd.
Wieviel koestet es?
Einhundertzwanzig Mark.
Das ist sehr teuer (Das ist mir zu teuer).
Hier, dieses Hemd koestet nur funfundfuenfzig Mark.
Gut, das ist preiswert. Das nehme ich.
Zahlen Sie an der Kasse.
Wo ist die Kasse?
Im Erdgeschoss.
Vielen Dank. Auf Wiedersehen.
Bitte schoen. Auf Wiedersehen.

Be sure that you know the meaning of the dialogue above. Circle the answer to each of the following questions.

- 1 — "Was darf es sein" means? a) What would you like? b) May I help you? c) Would you like to...?
- 2 — When Germans use the word "Farbe", they are talking about: a) color b) slacks c) selection d) something else
- 3 — How would "einhundertzwanzig Mark" look written out in numbers? a) DM 1,200 b) DM 1,20,00 c) DM 120 d) DM 1,120
- 4 — "Teuer" means? a) large b) small c) expensive d) cheap
- 5 — "Erdgeschoss" refers to the a) first floor b) close the door c) ground floor d) something else

Was Gibts?

Where would you go to buy the following things? Write the latter of the German store in the space provided. You may use information on page 5 if you need help.

- | | |
|---------------------|--------------------------------|
| A. APOTHEKE | _____ 1. a magazine |
| B. DROGERIE | _____ 2. a couch |
| C. EISENHANDLUNG | _____ 3. a pair of pants |
| D. KIOSK | _____ 4. prescription medicine |
| E. KLEIDERGESCHAEFT | _____ 5. a hammer and nails |
| F. MOEBELGESCHAEFT | _____ 6. toothpaste |

Was Ist Was?

Here is a chance for you to learn what is involved in shopping on the economy. Use the information on pages 2 through 5 to help you answer these questions.

1. Kurzer Samstag refers to _____
- Langer Samstag refers to _____, which is the first Samstag of the month when stores are open until 1800 or 1830.

2. Refer to the "CLOTHING CARE" chart on page 3 and place the number for each symbol by its meaning.

- | | |
|---|--------------------------------------|
| a. _____ Drip dry, for best results hang while wet. | d. _____ Garment may be dry cleaned. |
| b. _____ Do not iron. | e. _____ Hand wash only. |
| c. _____ Do not bleach. | |



Are You Ready To Save DMs?

1. The steps for obtaining value-added tax relief below are out of order. Find the right sequence. Put a "1" next to the first step, a "2" next to the second step, and so on for all five steps.

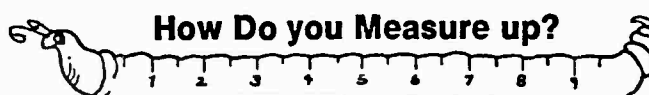
- a. Take the invoice and check to the CMSF office; complete the necessary paperwork.
- b. Select what you want to buy and get an invoice at the store.
- c. Take the check, the purchase order and Abwicklungsschein to the merchant and pick up the goods.
- d. Purchase a DM certified bank check made payable to the CMSF.
- e. Ask the merchant to certify payment on the purchase order and return a copy of the purchase order to the CMSF office.

2. How much would you save by getting the tax relief? How much would you have to pay the merchant? When you know the cost including the tax, you multiply the total cost by .115 (11.5%)

For example: Price incl. Mwst. = DM 100
Mwst. = DM 100 x .115 = DM 11.50
Price you pay = DM 100 + DM 11.50 = DM 111.50
(Nota: 13% of DM 111.50 = DM 14.495)

You do these:

- a. Price incl. Mwst. = DM 110
Mwst. = DM 110 x .115 = DM _____
Price you pay = DM 110 + DM _____ = DM _____
- b. Price incl. Mwst. = DM 429
Mwst. = _____
Price you pay = _____



How Do you Measure up?

To test your metric knowledge and knowledge of German words, circle the correct answer to each of these five questions. Use the information on page 4 if you need help.

1. Which of these is about the same size as Boondoggle's liter Kantine?
a. 1/2 gallon b. quart c. ounce d. centiliter
2. How much does Boondoggle's filled Rucksack weigh?
a. 10 kilograms b. 25 liters c. 50 grams d. 5 meters
3. How long is Strac Willie's Schirm?
a. 1 kilometer b. 10 inches c. 1 meter d. 5 liters e. long enough
4. If the temperature outside is 35 degrees celsius, what will Strac Willie be likely to wear?
a. Pelz Mantel b. Hemd and Hosen c. ski jacket d. bikini
5. What metric unit could be used to measure the length of their Zelt?
a. gram b. hour c. celsius d. liter e. centimeter

Shop For Yourself

Be prepared when you go shopping. Jot down the English names and the German sizes for yourself and your spouse, a parent or a friend of the opposite sex.



FEMALE		MALE	
ITEM	SIZE	ITEM	SIZE
Bluse	_____	Hemd	_____
Kleid	_____	Anzug	_____
Hosen	_____	Hosen	_____
Schuhe	_____	Schuhe	_____

'Doing it in Deutschland' ~3

Check it Out: Can You Cope?

Answer the following questions:

1. Ted wanted to buy a pair of Bavarian-style walking pants.

- In what type of German store would he find them?
- He wears an American size 36. What German size should he try?
- He found a pair he liked. The label looked like this:



What fabric were the pants made of?

- How should Ted keep these pants clean?
- The price tag looked like this: DM 107.99. How much did the pants cost? _____ Marks and _____ Pfennigs
- How much Mehrwertsteuer (Value-added tax) was included in the price?
- If the exchange rate were \$1 = DM 2.30, how much did the pants cost in dollars (including the tax)?

2. Maria and Joe are going on a picnic. Help them to shop for what they need. They want ham and rolls for lunch.

- Where would they go to buy ham?
- What is the German word for ham?
- If they wanted about half a pound of ham, how many grams should they ask for?
- Where would they go to buy rolls?
- What is the German word for rolls?
- If they wanted to buy four rolls, how many should they ask for in German?
- If it is Saturday, June 19th, what is the latest time they could go shopping for their picnic food?

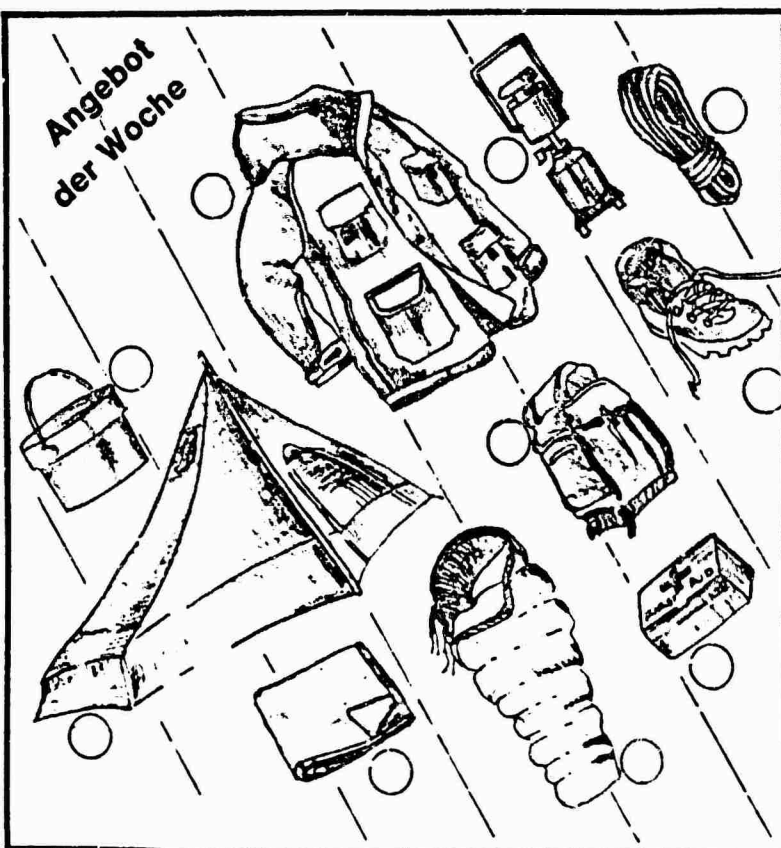


Answers

CHECK YOUR CONSUMER SENSE: 1.c.2.b.3.a.4.b.5.d.6.a.7.c.8.d.9.c.10.b. © IT'S YOUR TURN TO PLAY A ROLE: 1.a.2.a.3.c.4.c.5.c. © WAS GIET'S? 1.d.2.f.3.e.4.a.5.c.6. © Was ist Was? 1. Short Saturday, Long Saturday; 2 a.3.b.1.c.5.d.2.e.4.3. 1.50/2.38/2.40/4.38/5.42/6.37. © ARE YOU READY TO SAVE DMS: 1 a.3.b.1.c.4.d.2.e.5. © DM 12.85 and DM 97.35/DM 49.34 and DM 379.08. © HOW DO YOU MEASURE UP? 1.b.2.a.3.c.4.b.5.a. © SHOP FOR YOURSELF: Blouse, Coat, Socks, Shoes; Shirt, Suit, Socks, Shoes; Sizes will vary. © CHECK IT OUT: CAN YOU COPE? 1.a.Kleidergeschäft or Kaufhaus/b.46c.Pure new wool/d.dry clean only; do not wash/e.107 Mark and 99 Pfennig f. 11.5% of DM 107.99 = DM 12.42/g. \$46.95 2.a.Metzgerei/b.Schinken/c.250 grams/d.Baeckerrei/e.Brötchen/f.vierg.before 1:00 p.m.

Cut Here

THE COPING CONTEST



Contest Rules

- Listed below in the Shopping List are the German words for the items Strac, Zap, Boondoggle, and 7/11 bought for their mission.
- All of these items are pictured in the advertisement at the left.
- Find the German word for each item and put its letter in the circle next to its picture.
- Listen to the radio program "The Goods to Go" to find the answer to these two questions:
 - How many tents did they buy?
 - What color jacket did Chester buy?

SHOPPING LIST

- | | |
|---------------|-------------------|
| a. Zelt | f. Decke |
| b. Topf | g. Seil |
| c. Schuhe | h. Lampe |
| d. Schlafsack | i. Verband Kasten |
| e. Rucksack | j. Jacke |

- Answer the questions on page 8 in "Now-Give Us a Piece of Your Mind."
- Write your name, rank and mailing address in the spaces provided.
- Cut out the contest form. Fold on the dotted lines so that the address is on the front. Staple or tape closed in one place.
- Drop in any APO mail box. No stamp is needed.
- Twenty-five T-shirt winners will be drawn from the contestants who have all answers correct and have completed "Now-Give us a Piece of Your Mind."
- To be eligible, entries must be received not later than two weeks from the date of the last AFN broadcast of "The Goods To Go."

ACES
AEAGC-G
HQ USAREUR
APO 09403

'Doing it in Deutschland'

THE SOFA SAGA

AN INSIDE LOOK

Are you wondering what Strac, Zap and Boondoggle will be getting into in this episode? Here's an inside look. Refer to the Schedule of AFN Broadcasts and listen to their experiences in dealing with the legal aspects of living in Germany. Then complete the following pages so that you'll know where you stand under the SOFA.



STRAC'S MISSION

Once again Strac Willie embarks on an important mission for "Contact." This adventure takes the agents outside Germany into Holland in an attempt to intercept a smuggling ring. Strac must be prepared for such a mission and this includes learning how to register his 008 umbrella.

DR. ZAP'S MISSION

For Dr. Zap a mission outside Germany provides another opportunity to try out his skills and, of course, to utilize his ever-handly satchel. Dr. Zap's knowledge about how to register POVs and other legal matters does come in handy, but he still seems to have a little difficulty keeping everything organized in his satchel.

Chester is getting in on the action for this mission. First, he has to study the driver's manual in order to get his license. As usual, he's in charge of supplies for the trip. However, this time he has an added responsibility as driver. This leads to some unexpected experiences including interaction with the Polizei.

KNOW WHERE YOU STAND UNDER THE SOFA

The NATO Status of Forces Agreement (SOFA) defines the legal status of the American Armed Forces in Germany and other NATO countries. It sets forth the rights, privileges and responsibilities of the U.S. Forces, and of individual members of U.S. Forces, including civilian employees and family members of both military and civilian personnel. SOFA governs the relationship between the U.S. and foreign countries in matters of criminal jurisdiction, passports and visa regulations, and other civil and legal matters.

Separate articles in this supplement describe what SOFA means to you. They are not comprehensive and are meant only to provide general information. If you need specific information or advice on any of these matters concerning SOFA or German law, go to an expert. See your legal assistance officer.

Many laws, rules and regulations involve numbers. In THE SOFA SAGA, you will learn some of these. See how many you already know. Use the following numbers:

.6 .79 1 1.2 5 25 31 50 98 100 110 200

- _____ a. The maximum speed within built-up areas in kilometers per hour (km/h).
- _____ b. The number of milligrams of blood alcohol per each milliliter of whole blood which will result in suspension of your driver's license for 90 days.
- _____ c. The maximum dollar value of each bona fide gift you may send through the APO duty free.
- _____ d. The fee for registering a POV, obtaining a driver's license or registering a firearm.
- _____ e. To change kilometers per hour (km/h) to miles per hour (mph), you multiply by this number.
- _____ f. The phone number for the military police.
- _____ g. How many cigarettes can you bring into Germany duty free.
- _____ h. How many liters of alcoholic beverage may you give a German as a gift (not more than once a month).
- _____ i. How many meters away from your vehicle you should place your warning triangle on a two lane highway.
- _____ j. The German civilian emergency call phone number.
- _____ k. A service member can't take leave outside of Germany without this form.
- _____ l. The number of times a person can be tried for the same crime.

As you work through the following pages, you will find all of the correct numbers. Check the ones you've already written and write in the others as you come across them. Then you can look at the correct answers on page 7.

DOING IT IN DEUTSCHLAND

This week's episode of "DOING IT IN DEUTSCHLAND" presents some of the legal aspects of situations encountered by USAREUR personnel living in Germany. Each program of the "DOING IT IN DEUTSCHLAND" series gives you information about a different IT. Some other program topics include: Using public transportation, eating out on the economy, and shopping on the economy. If you have missed the AFN broadcasts and the Stars and Stripes inserts for these programs, you can catch up on them at your local Education Center. Then, you can join us in "DOING IT IN DEUTSCHLAND."

DOING IT IN DEUTSCHLAND

Maybe you've noticed a few T-shirts picturing Strac Willie, Chester Boondoggle and Dr. Zap "DOING IT IN DEUTSCHLAND." If you haven't become familiar with these characters yet, this is your chance. You can win your own T-shirt by entering the Coping Contest. Read the contest rules on page 7 to see how. Then, listen to the AFN broadcast and complete the contest activity. You may be one of twenty-five T-shirt winners. Join the other winners "DOING IT IN DEUTSCHLAND."

Schedule of AFN Broadcasts

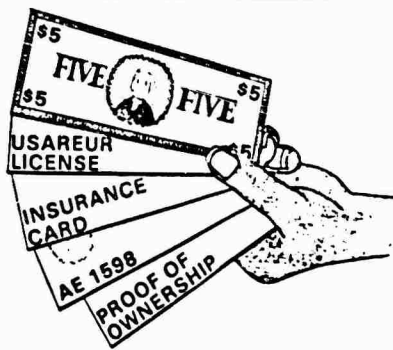
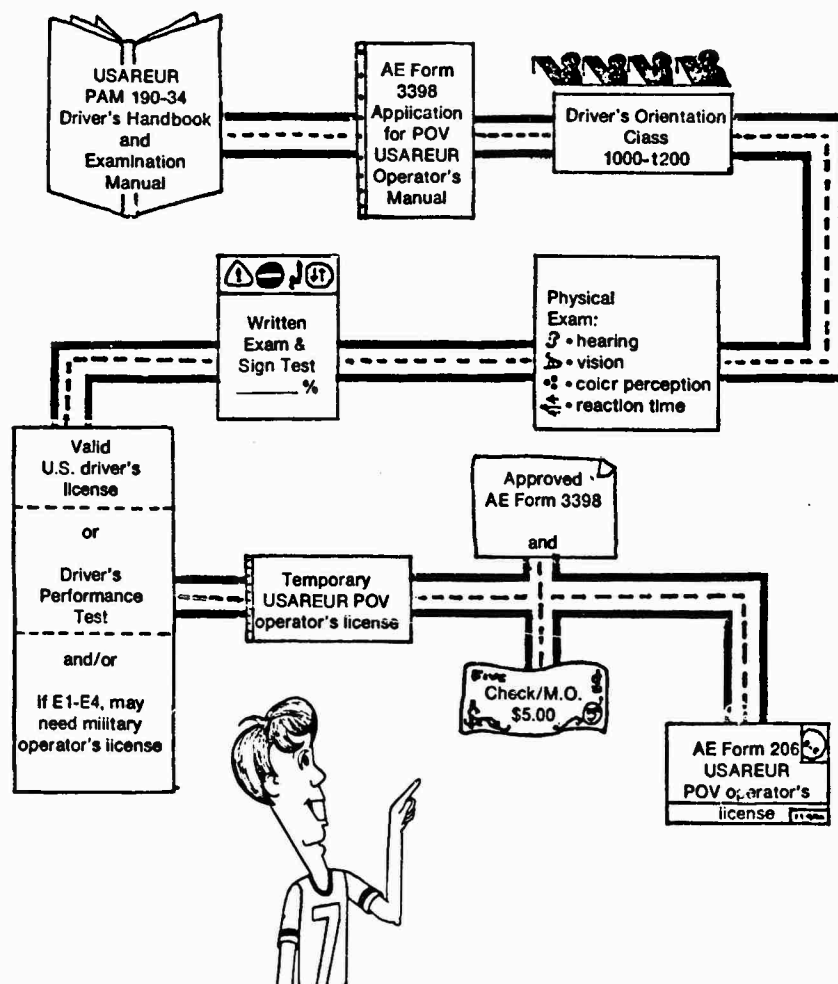
Monday, 21 February — 1100 hours

Wednesday, 23 February — 1900 hours

Saturday, 26 February — 1200 hours

'Doing it in Deutschland' ~4

Your Path To A POV Operator's License



POV REGISTRATION

A POV (privately owned vehicle) is a car, truck, trailer or other type of vehicle. Regardless of the kind of vehicle, it must be registered with the USAREUR Registry of Motor Vehicles. The picture shows what materials are needed to register your POV. USAREUR Regulation 190-t and USAREUR Pamphlet 190-34 describe the procedures you should follow. Or consult your local MPs or the Registry of Motor Vehicles.

To register a POV, you will need: 1) proof of ownership, 2) AE Form 1598, with proof of vehicle inspection, 3) double white insurance card, 4) USAREUR driver's license, and 5) \$5 registration fee. You will receive your AE Form 89 Registration, license plates and expiration date decal.

Speed Kills

Army records show that in most fatal automobile accidents the driver was speeding. Not only do people exceed posted speed limits, but they also drive too fast for road conditions.

Germany has two types of speed limits. You may see posted speed limits for 30 km/h, 50 km/h, 80 km/h, 100 km/h, etc. Often, however, limits that apply to certain types of highways and vehicles are not posted. For example, in cities, towns, and villages, the speed limit for cars is 50 km/h or 31 mph, unless posted otherwise. Outside built-up areas the limit is 100 km/h or 62 mph. Remember that these speed limits are for clear weather and road conditions. An exception is when you see the sign "Bei Nässe" posted with a speed limit. This is the speed limit when the road is wet.

Roads which have no speed limit but still require common sense, caution and alertness are autobahns. Often the recommended speed limit is posted. It may read "90-110 km" or "Nicht schneller als 130 km/h."

If you have an American car, the odometer is calculated in miles per hour (mph). In Europe, speed is calculated in kilometers per hour (km/h). Here are two quick conversion formulas for changing miles to kilometers and kilometers to miles.

KM/H to MPH:

Multiply the km/h by .6 and drop the last digit of the answer.

Example: 90 km/h x .6 = 54.0 mph.

MPH to KM/H:

Multiply miles by 1.6 and drop the last digit.

Example: 90 mph x 1.6 = 144.0 km/h.

Speed limit: This sign with black numbers on a white background bordered with red indicates the maximum speed.

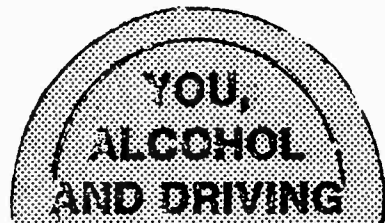


Recommended speed: This sign recommends that, with favorable road conditions, traffic, visibility and weather, you select a speed within those indicated. This sign has white numbers on a blue background and is seen on the autobahn.



Autobahn sign which advises drivers to drive not faster than 130 km/h.

Nicht
Schneller als
130



One of the most serious offenses under both German law and the Uniform Code of Military Justice (UCMJ) may be called driving under the influence of alcohol or driving while intoxicated (DWI), or driving impaired. Whatever it is called, when you get right down to it, mixing alcohol with driving can result in severe consequences. These can include, but not be limited to, conviction and imprisonment for serious criminal charges, and/or discharge from the Army. Penalties can also be costly in situations where no one is killed or hurt: suspension of driver's license, stiff fines, potentially severe legal action, cancellation of insurance coverage or greatly increased insurance premiums, along with administrative action taken by military commanders. The most dire consequences are to your safety and that of others. Injury or death often results from DWI accidents.

Much has been said about the amount of alcohol a person can drink before becoming drunk or legally under the influence. There are many differences among individuals in terms of the amount of alcohol that can be drunk before becoming intoxicated. Such things as health, weight, physical stamina, time since last meal, drinking experience, etc. affect a person's tolerance. In Germany you are considered to be under the influence if your blood alcohol level is .79 mg. or greater. This will result in suspension of your license for 90 days. A blood alcohol level of 1.0 milligrams or more per 100 milliliters of whole blood will cause your license to be revoked for at least one year. Remember, too, that when you obtained your USAREUR driver's license, you gave your implied consent to a blood alcohol test upon the request of German or military police personnel. You are the person who can do something about you, alcohol and driving. It's your responsibility. The license or the life you save may be your own!

EMERGENCY PHONE NUMBERS



From Your Local Military Phone:

Military Police	98
Military Ambulance	97
Military Fire	95
German Emergency (Notruf)	(99) 110
German Fire (Feuerwehr)	(99) 112

From Your Local Civilian Phone:

Military Police (Mil. access #)	98
Military Ambulance (Mil. access #)	97
Military Fire (Mil. access #)	95
German Emergency (Notruf)	110
German Fire (Feuerwehr)	112

IN CASE OF ACCIDENT...

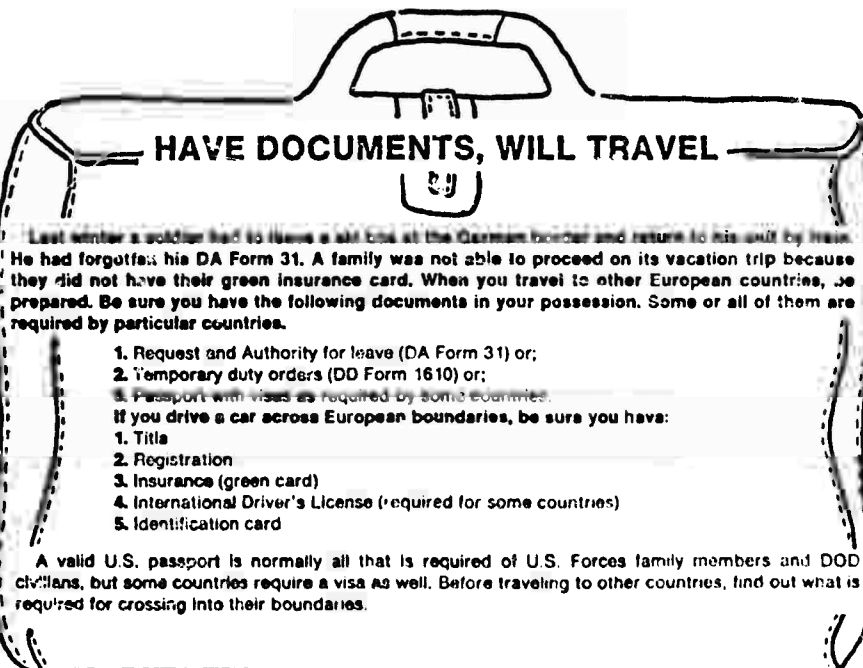
Every driver faces the possibility of being involved in an accident. It might be just a fender bender, a one or two car collision in which no one is hurt, or a fatality. The time to learn what to do in the event of an accident is NOW. As a driver involved in an accident, your responsibilities are to:

- Stop immediately.
- Determine the extent of damage.
- Take the following steps for traffic safety: 1. (Minor damage) Move vehicles to side of road. 2. Put out your "Warning Triangle" at least 100 meters away from the scene to warn oncoming traffic (200 meters on the Autobahn).
- Assist injured persons and call for medical help and ambulance, if required. Do not move seriously injured persons unless absolutely necessary. First aid is to control bleeding. Remember, you must carry a first aid kit at all times. Keep person warm to control shock.
- Get names and addresses, driver's license and vehicle registration numbers of other driver(s).
- Remain at the scene of the accident until those persons involved or injured determine the identity, vehicles and nature of involvement of each individual concerned.
- Not remove evidence until the necessary factual determinations have been made.
- Make a sketch of the scene, measure skid marks and, if possible, take photographs.
- Promptly complete the accident report form provided by your insurance company.
- Not drink any alcoholic beverages for at least six hours after the accident. (To protect yourself from allegations of being drunk when the accident occurred.)

Fleeing the scene of an accident is a serious offense under both German law and the Uniform Code of Military Justice. Only under the following circumstances may you leave the scene. In cases of minor accidents involving you and a parked unattended vehicle, you must make an effort to contact the owner/driver of the vehicle you hit. For example, if the vehicle is parked in a residential area, knock on doors and ask about the owner of the vehicle. Remain at the scene for a reasonable length of time. The owner may return soon. Then, after making every effort to contact the driver of the car, leave a note on the windshield, identifying who you are and how you can be contacted. Make a note of the damage you caused, and, if there were witnesses, get their names and addresses. Finally, report the accident to the police.

If after have an accident, you call the police and the police do not arrive, get the name, address, license plate number, driver's license number and insurance information of the other driver. Estimate property damage and, most importantly, if other parties are involved, make sure they agree to your leaving.

If there is no other means of getting police or ambulance assistance, you can leave to call or take an injured person to the hospital. You should then return to the scene of the accident.



HAVE DOCUMENTS, WILL TRAVEL

Last winter a soldier had to leave a suit case at the German border and return to his unit by train. He had forgotten his DA Form 31. A family was not able to proceed on its vacation trip because they did not have their green insurance card. When you travel to other European countries, be prepared. Be sure you have the following documents in your possession. Some or all of them are required by particular countries.

1. Request and Authority for leave (DA Form 31) or;
2. Temporary duty orders (DD Form 1610) or;
3. Passport with visas as required by some countries.

If you drive a car across European boundaries, be sure you have:

1. Title
2. Registration
3. Insurance (green card)
4. International Driver's License (required for some countries)
5. Identification card

A valid U.S. passport is normally all that is required of U.S. Forces family members and DOD civilians, but some countries require a visa as well. Before traveling to other countries, find out what is required for crossing into their boundaries.

'Doing it in Deutschland' ~4

If you are a newcomer to Germany, you will find it difficult to understand the German police and their actions.

It's not long before the newcomer to Germany is able to recognize the green and white vehicles of the police or Polizei. Most of us will spend our entire tour here without needing to say more than "Guten Tag" to a German police officer. But, if you are involved in a situation of a more serious nature, you should be prepared to act appropriately.

German police have authority over service members, civilian employees and the family members of both. Your relationship to the German Polizei is much the same as it is to the police in your home town. Under the Status of Forces Agreement (SOFA), German police can arrest Americans. They may search, seize, fingerprint and take blood samples. If you are a service member, they may detain you until you are released to U.S. military authorities. If you are a civilian, they may detain you in a local jail.

1. Do not resist them.
2. Be polite and cooperative.
3. If you are a service member, show them your Legal Status Card (AE Form 3377). Point to the portion in German that requests that your unit commander or military police be notified.
4. Identify yourself with your ID card. Carry it at all times.
5. Cooperate with the police, but be cautious about what you say. What you say can be used as evidence against you later.

If You Need Legal Assistance

Lawyers in the United States perform many functions. The Office of the Judge Advocate General (JAG) offers many of these same services through the Claims Section, Administrative Law Section and the Legal Assistance Office. The Legal Assistance Office offers aid to U.S. Forces personnel including service members, civilians and their family members.

You can find help at your Legal Assistance Office for the following matters: Rental agreements/disagreements, domestic relations, divorce, separation, child custody, non-support of dependents, personal finance, debts, taxes, consumer guidance, contractual agreements/disagreements, powers of attorney, citizenship, immigration, naturalization, personal and civil rights, wills, German law and listings of English-speaking German lawyers.

IMPORT: To bring merchandise into one country from another country.
EXPORT: To take merchandise out of one country into another country.

German law usually requires the payment of customs duty on imported and exported items. However, under the NATO Status of Forces Agreement (SOFA) all members of the U.S. Forces, the civilian component and their family members are exempt from German customs duty on importation or exportation of furniture, automobiles and other goods intended for personal use.

There are two ways you can import items into Germany. If you know exactly what you're going to buy, complete USAREUR Customs Form AE 2075 before you leave Germany. When you are crossing back into Germany with purchases made in another country, this form will exempt you from paying customs duty. Or you may have the merchandise shipped to Germany by the shop where you make the purchase. Complete your AE 2075 when you return to Germany, present it to the German authorities when you are notified that your goods are here. They will release your shipment to you duty free.

The key to the legal status of an American in Germany accused of a crime is JURISDICTION. Whether a person is tried by military court-martial or in a German court depends on which country has legal authority or jurisdiction. For offenses that are punishable only under the Uniform Code of Military Justice (UCMJ) military authorities have exclusive jurisdiction (e.g., AWOL, disobeying an order, etc.). German authorities have jurisdiction when their country's laws have been violated, such as in customs violations or traffic offenses. In some cases there is concurrent jurisdiction where a service member could be subject to either German or military authorities. German authorities have exclusive jurisdiction over civilian employees and family members of military or civilian personnel.

The Army has primary jurisdiction over its members in: — offenses against the property or security of the United States, — offenses committed in performance of official duty, and — crimes against persons or property of another U.S. service member, a civilian employee or a family member.

In all other offenses, German authorities have primary jurisdiction and, if convicted, a person could be confined to a German prison. In some instances, German authorities can waive jurisdiction, or U.S. officials can request that the case be turned over to them.

The SOFA also provides safeguards for your rights as a service member, civilian employee of the military or family member of either. If you are arrested by the German police you have the right to:

- be accorded a prompt and speedy trial.
- be informed in advance of the trial of charges against you.
- be confronted with the witnesses against you.
- compel the appearance of witnesses in your favor.
- have legal counsel of your own choice for defense.
- have a representative of your own government present at the trial (when rules of the court permit).
- be presumed innocent until guilt is established beyond reasonable doubt.
- not be tried twice for the same crime (double jeopardy). A soldier cannot be tried for the same crime by both German and military courts.
- have the services of a competent interpreter.
- have an American trial observer.
- payment by the U.S. government of counsel fees and court costs, but not fines, in serious cases involving service members (not civilian employees or family members).

You should be aware that you will need an AE Form 2075 for each shipment and that violation of customs laws or regulations are grounds for judicial action by German or U.S. Forces authorities. If you are not sure of what to do in particular situations, check with the 42nd Military Police Customs Office.

Some items are limited in the amounts which may be imported. Additionally, these items may be imported/exported not more than twice a month. The table below shows the allowable amounts.

Cigarettes	200 (import) 600 (export)
Other tobacco products	250 grams (import) 500 grams (export)
Coffee	500 grams
or pure coffee extracts	125 grams
or mixed coffee extracts	250 grams
Tea	500 grams
Wines and spirits	2 liters (import) Reasonable quantities not deemed sufficient for trading purposes (export)
Cocoa	500 grams
Chocolate or chocolate products	500 grams

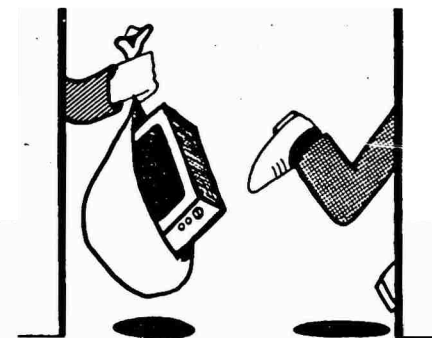
SGT Conners' son is going to a day camp. He must have a power of attorney which will permit day camp personnel to authorize medical care.

PFC Whittaker is PCSing. He needs power of attorney which will allow his buddy to sell his car for him.

CPT Peters will be on extended TDY. He wants a general power of attorney for his wife to be able to conduct all his affairs while he is gone.

Service members and civilian personnel may obtain a POWER OF ATTORNEY which gives another person the legal power to do almost anything the individual can do on his/her own. For example, a power of attorney can be given to permit another person to sell or buy property in your name; to register, ship or otherwise deal with your automobile; to sign for and/or clear your quarters; to authorize medical treatment for your family members. In some instances, you may wish to give someone a general power of attorney to conduct all of your affairs. This should be discussed with an advisor at the Legal Assistance Office (LAO) first.

To obtain a power of attorney, go to your local LAO. Check their hours of operation and find out if an appointment is necessary. The form will be executed by an authorized individual. If you have questions about powers of attorney, ask at your LAO or consult AR 600-11.



Have you ever wanted to give your German landlord a bottle of scotch as a gift? Do you have some American friends who are not associated with the military who'd love to get their favorite U.S. brands from the commissary? Have you ever considered giving a carton of cigarettes to someone in a foreign country as payment for services? Well, only in the first instance would the transfer of goods be legal.

— sell, trade or give away ANY commissary items to anyone not authorized commissary privileges.

— to pay for services rendered by Germans or other unauthorized persons with cigarettes, liquor or other rationed items.

— sell any items bought in US Forces facilities without authorization by the customs officials.

— give as gifts any rationed items in quantities greater than the following:

25 cigarettes or 10 cigars or 2.1 oz. smoking tobacco.
17.6 oz. coffee or 4.4 oz. instant coffee.
4.4 oz. tea or 1.75 oz. instant tea.
one bottle alcoholic beverage not more than 1.2 liters.

If you want to sell a non-expendable item, such as a car, refrigerator, or stereo, to a person not authorized under the SOFA, you may if you meet the following requirements:

1. You must have been in possession of the goods for at least six months.
2. You must obtain prior approval of US military and German customs authorities. Do this by submitting AE Form 2074 (Permit to Transfer) to the 42nd MP Detachment.

'Doing it in Deutschland' - 4

CUSTOMS AND THE APO: MAILING GIFTS

Any gift mailed through the APO system must have a customs label attached stating the exact contents and value.

— If your gift was made in the United States, no customs duty is charged. On the customs label write "Returned US Goods."

— If your gift was made in a foreign country and costs more than \$25.00, customs duty must be paid on the entire amount, not just that part over \$25.00.

— If a foreign made gift cost less than \$25.00, no duty has to be paid. Gifts for several persons can be in one box and sent to a single address if:

(1) Each gift is separately wrapped, shows the name and address of intended receiver, and is marked "Bona Fide Gift Not Exceeding \$25.00 in value."

(2) The outer parcel shows the total number of gifts and their value on the address side. For example, a parcel containing three gifts will be indorsed "Three Bona Fide Gifts Enclosed, Each Not Exceeding \$25.00 in Value."

(3) The customs declaration form is addressed to the person to whom the outer parcel is addressed. Parcel contents will be listed on this form and show the person receiving each gift in the parcel.

You can say a package has no value, but you must clearly describe what's in the package, including what it's made of (e.g., cotton shirt, wooden spoons, crystal bowl). Remember, the receiver, not the sender of the package must pay any customs duty.



DO NOT MAIL

Items that may kill or injure a person, damage mail or other property may not be mailed through the APO system. Also, it is illegal to mail rationed items. Some of these items are shown above. See your APO representative if you have any questions.

Intoxicating liquors and liquor candies.
Contraband (e.g., switchblade knives, dairy products).
Narcotic drugs.
USAREUR rationed items (i.e., coffee and cigarettes).
Poisonous animals (snakes).
Explosives and flammable material that might ignite or explode.
Obscene/Indecent publications or films.

Concealable firearms.
Lottery or fraudulent matter.
Radioactive matter.
Poison or poisonous matter (acids, alkalies).
Oxidizing materials or highly flammable solids likely to cause fire while being transported.
Magnetic material having enough magnetic field to cause appreciable deviation of an aircraft compass/sensing device at 15 or more feet.

CUSTOMS DECLARATION FORMS

PS Form 2976 (Customs — Douane C 1) is green in color and must be completed and placed on the address side of each letter or letter package containing dutiable merchandise (e.g., cassette tapes) and on each small package.

PS Form 2966-A (Parcel Post Customs Declaration United States of America) is white. Surface or airmail parcel post and third class surface parcels must have this form attached to the address side of the package.

CUSTOMS — DOUANE C 1
May be Officially Opened
(Pret être ouvert d'office)

SEE INSTRUCTIONS ON BACK

Contents in detail
Description détaillée
des contenus

2 Wooden Bowls

Mark X here if a gift ☒ **DO**
If you do not mark X here, you are declaring it as a sample of merchandise
d'un échantillon de marchandises

Value \$3.00 Weight 1 lb
Value 3.00 Poids 3.00

PS Form 2976
March 1976

PCS and APO

When you return to the United States on permanent change of station (PCS) orders, you may mail personal property of unlimited value duty free. On the PS Form 2966-A (Parcel Post Customs Declaration), list the items in the package. Write on the wrapper "Free Entry Claimed Under Public Law 89-476, Movement Orders Indorsed." Place a copy of your PCS orders in the parcel. You may send both items you brought from CONUS and those you bought overseas for your own use.

PS Form 2976 A (Customs Declaration). If the sender does not wish to describe the contents of a letter or parcel on the wrapper, the sender may place the upper part of the green PS Form 2976 on the address side of the article and complete PS Form 2976-A and place it inside the package.

PARCEL POST CUSTOMS DECLARATION—UNITED STATES OF AMERICA

SENDER'S INSTRUCTIONS
DISPOSITIONS DE L'EXPÉDITEUR

If item is undeliverable
Au cas de non-livraison

☒ Return to sender (Sender pays return charges)
Remettre à l'expéditeur.

☐ Forward to Reexpédié à

☐ Abandon
à l'abandon

The undersigned certifies that the particulars given in this declaration are correct and that this item does not contain any dangerous articles prohibited by postal regulations.

Signature John Sender Date 1/4/83

Weight 1 lb Parcel Post 1 Contents in detail (Type or description)

QTY	DETAILED LIST OF CONTENTS (Type or description)	VALUE (U.S. \$)
1	pair jade earrings for Jane Smith	
	Bonafide gift enclosed, not exceeding \$25.00 in value	

PS Form 2966-A (1-76) (4-6)

CUSTOMS DECLARATION
Déclaration en Douane

UNITED STATES OF AMERICA
États-Unis d'Amérique

SENDER'S NAME AND ADDRESS
Nom et adresse de l'expéditeur

SPS IMA SENDER
Box 000
HQ USAREUR
APO NY 01403

COGNATE NAME AND ADDRESS
Nom et adresse du destinataire

Ms JANE DOE
123 ABC Street
Elmwood, DE 19106

DATE OF EXPORTATION
Date d'exportation

Heidelberg, Germany Jan. 4, 1983

SIGNATURE
Signature

John Sender

NOTE: This declaration must be attached to the parcel and must remain with the parcel until it is received by the addressee.

COUNTRY OF ORIGIN
Pays d'origine

USA

COUNTRY OF DESTINATION
Pays de destination

Germany

NET WEIGHT
Poids net

3 lb 2 oz

TABLE NO. 1

QTY	DESCRIPTION	UNIT	WEIGHT	VALUE
1	Muslin Box		2	17.00
1	Correspondence Figure		1	6.00

PS Form 2976-A (1-76) (4-6)

'Doing it in Deutschland'~4

On The Road

Pages 2 and 3 contain a lot of information about operating a privately owned vehicle in Europe. See how much you remember.

A. To get a POV operator's license, you must pass several exams. These are:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____

(If you don't have a valid US license)

B. To register a POV for the first time, you need the following items:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

C. Write a statement which might serve as your personal rule regarding driving and alcohol.

D. What two items are required in all POV's so that they can be used in case of an accident?

1. _____
2. _____

E. If you had a car accident while traveling in a part of Germany with US military installations, what number would you call for the police or an ambulance? _____

F. The personal and POV documents required for entry into other European countries are the same for all countries. True or False



KM/H

MPH

When you are driving, you won't be able to use a pencil and paper or a calculator to convert from kilometers per hour to miles per hour and vice versa. Try to do these conversions in your head. Use the formulas on page 2.

- a. 100 km/h = _____ mph
- b. _____ km/h = 100 mph
- c. 50 km/h = _____ mph
- d. _____ km/h = 75 mph
- e. 40 km/h = _____ mph

LEGALESE

It seems that lawyers have a language all their own. Write the latter of the correct meanings in front of the numbered words below.

- | | |
|----------------------------|------------------------|
| _____ 1. Power of Attorney | _____ 6. SOFA |
| _____ 2. Jurisdiction | _____ 7. UCMJ |
| _____ 3. Customs Duty | _____ 8. Import |
| _____ 4. Bona Fide | _____ 9. Custody |
| _____ 5. Implied Consent | _____ 10. Black Market |

- a. To bring merchandise from one country into another country.
- b. A tax or fee charged for bringing goods from one country into another country.
- c. A legal document which allows another person to act in your place.
- d. Illegal transfer of goods; for example, selling rationed items to non-authorized people.
- e. The NATO agreement which defines your legal status while stationed in Germany.
- f. Legal authority over
- g. True, real, authentic
- h. The laws and regulations of the US Armed Services.
- i. Being held or detained by the police.
- j. Agreement or permission given as in agreeing to submit to a blood alcohol test when you get a USAREUR POV license.

Who Will You See In Court?



Who has exclusive or primary jurisdiction (legal authority) in each of the following cases? Put an X under German or Military.

	German	Military
1. A soldier has been AWOL for three days.	_____	_____
2. The daughter of a sergeant has been accused of shoplifting at a German department store.	_____	_____
3. Two GIs beat up a German at a bar.	_____	_____
4. A GS-9 DoD civilian ran a red light.	_____	_____
5. A PFC fled the scene of an accident.	_____	_____

Legal or illegal?

Read each statement. Think about customs regulations. Mark whether it is legal or illegal.

	Legal	Illegal
1. To import two pounds of coffee into Germany.	_____	_____
2. To give a German friend a carton of cigarettes as a present.	_____	_____
3. To sell a stereo bought at AAFES and owned less than 6 months to a local national.	_____	_____
4. To give your landlord steaks bought at the commissary.	_____	_____
5. To give your landlord steaks bought at AAFES-Foodland.	_____	_____
6. To mail your mom's favorite tea which you bought at the commissary to her through the APO.	_____	_____
7. To mail \$950 worth of personal belongings to the U.S. duty free when you PCS.	_____	_____
8. To send three bona fide gifts worth \$23, \$15 and \$18 in one box duty free.	_____	_____

SEND A BONA FIDE GIFT

Complete the numbered sections of the PS Form 2966A below as if you were mailing a gift of one lambswool scarf from England to your mother, sister or girlfriend. The sweater is worth less than \$25.00.

PARCEL POST CUSTOMS DECLARATION—UNITED STATES OF AMERICA





1. SENDER'S INSTRUCTIONS DISPOSITIONS DE L'EXPEDITEUR		QTY	DETAILED LIST OF CONTENTS (Type or Ballpoint)	VALUE (U.S. \$)
If item is undeliverable: <i>Au cas de non-livraison:</i> <input type="checkbox"/> Return to sender. (Sender guarantees return charges.) <i>Renvoyé à l'origine.</i> <input type="checkbox"/> Forward to: <i>Réexpédié à:</i> _____ <input type="checkbox"/> Abandon. <i>Abandonné.</i>		3	4	
The undersigned certifies that the particulars given in this declaration are correct and that this item does not contain any dangerous article(s) prohibited by postal regulations.				
2. Signature _____ Date _____				
Weight (pounds) lbs. _____ ozs. _____		Postage \$ _____	Clerk's Initials	Insured Value (U.S. \$)

PS Form 2966-A, July 1981

'Doing it in Deutschland' -4

Check it Out: Can You Cope?

I. Rationed Items: In the boxes below, write the amount of each item which can be A) given to a German as a gift, B) sent through the APO, and C) imported into Germany. Indicate the unit of measure: e.g., oz, gr, l, qt, lb., pkg, or individual pieces.

	Gift to German	Mail through APO	Import into Germany
	a	e	i
	b	f	j
	c	g	k
	d	h	l

II. Fill in the blanks with the correct word or phrase.

- The legal status of US services members in Germany is governed by the _____.
- The legal status of family members of Army personnel in Germany is/is not the same as the legal status of their sponsor.
- If you want a friend to sell your POV for you after you PCS, you will need a _____.
- If customs duty is due on a mailed package, who must pay it: The sender or the receiver? _____.
- If you dialed this number from a military phone, who would you be calling: 99-110? _____.

III. Speed: What is the speed limit if not posted otherwise:

- In towns and cities? _____ km/h or about _____ mph.
- on highways outside built up areas? _____ km/h or about _____ mph.
- recommended on autobahns? _____ km/h or about _____ mph.


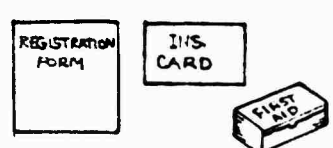

ANSWERS

SOFA, 9. Self incrimination, 10. Gross negligence
 I. a. 100 km/h, 75 mph, b. 100 km/h, 75 mph, c. 100 km/h, 75 mph, d. 100 km/h, 75 mph, e. 100 km/h, 75 mph, f. 100 km/h, 75 mph, g. 100 km/h, 75 mph, h. 100 km/h, 75 mph, i. 100 km/h, 75 mph, j. 100 km/h, 75 mph, k. 100 km/h, 75 mph, l. 100 km/h, 75 mph
 II. a. German emergency (police/ambulance), b. German emergency (police/ambulance), c. German emergency (police/ambulance), d. German emergency (police/ambulance), e. German emergency (police/ambulance), f. German emergency (police/ambulance), g. German emergency (police/ambulance), h. German emergency (police/ambulance), i. German emergency (police/ambulance), j. German emergency (police/ambulance), k. German emergency (police/ambulance), l. German emergency (police/ambulance)
 III. a. 50 km/h or about 30 mph, b. 100 km/h or about 60 mph, c. 100 km/h or about 60 mph

Cut Here

THE COPING CONTEST

What's Missing?

<p>You will need these things to register a POV.</p> 	<p>PARCEL POST CUSTOMS DECLARATION</p> <table border="1"> <tr> <th>QTY</th> <th>DETAILED LIST OF CONTENTS (Type or Serialpoint)</th> <th>VALUE (U.S. \$)</th> </tr> <tr> <td>1</td> <td>Bona Fide Gift not exceeding \$25.00 in value</td> <td></td> </tr> </table>	QTY	DETAILED LIST OF CONTENTS (Type or Serialpoint)	VALUE (U.S. \$)	1	Bona Fide Gift not exceeding \$25.00 in value	
QTY	DETAILED LIST OF CONTENTS (Type or Serialpoint)	VALUE (U.S. \$)					
1	Bona Fide Gift not exceeding \$25.00 in value						
<p>1. _____</p> <p>Your car should contain:</p> 	<p>2. _____</p> <p>Tests to pass for POV operator's license.</p> <p>Hearing Vision Color perception Written Sign</p>						
<p>3. _____</p> <p>Emergency phone numbers</p> <p>Military Police 96 Military Ambulance 97 Military Fire 95 German Emergency — German Fire 112</p>	<p>4. _____</p> <p>Rationed Items:</p> 						


Contest Rules

- The six pictures at the left each have one thing missing.
- Write what is missing from each picture in the spaces provided.
- Answer the questions in the section called "NOW GIVE US A PIECE OF YOUR MIND" on the next page.
- Write your name, rank, and mailing address in the spaces provided.
- Cut out the contest form. Fold on the dotted lines so that the address is on the front. Staple or tape closed in one place.
- Drop in any APO mail box. NO STAMP IS NEEDED.
- Twenty-five T-shirt winners will be drawn from the contestants who have correctly identified the six missing things and completed the "GIVE US A PIECE OF YOUR MIND" questions.
- To be eligible, entries must be received not later than two weeks from the date of the last AFN broadcast of the SOFA SAGA. (See the schedule on page 1.)

'Doing it in Deutschland' ~4

FRACTURED PHRASES

The arrangement of the letters and pictures in each box represents a phrase. For example, the letters in the first box suggest the phrase "Swear under oath" because the word "SWEAR" is under the word "OATH." Try to solve the other boxes. The answers are on page 7.

1. OATH SWEAR	2. trouGible	3. JUS144TICE	4. D Z V A N D O M M A N D C O M M A N D O M M A N D C O	5. JEOPARDY JEOPARDY
6. TOXI driving CATED	7. K. I. C. E. N. S. E	8.  LIVING	9. crimiSELFnation	10. JURY

THIS PROGRAM...

has been brought to you by The Human Resources Research Organization (HumRRO) under contract to the Army Research Institute (ARI) and Army Continuing Education Services (ACES).

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Recording & mixing by
Wolfgang Gareis

Cut Here

8

NOW GIVE US A PIECE OF YOUR MIND!!

When did you listen to THE SOFA SAGA?

Part I _____ (day) (time) Part II _____ (day) (time)

Where did you listen to THE SOFA SAGA? _____

Place a check (✓) in the space in each line below which is closest to your opinion of the radio program THE SOFA SAGA.

helpful	— — — — —	not helpful
interesting	— — — — —	boring
funny	— — — — —	dull
too short	— — — — —	too long

If you didn't listen to the program, why didn't you?

Which of the following activities did you do in this newspaper? What did you think of the activities? Check the activities you completed. Circle the rating you'd give the activity.

	Rating				
	Poor	Fair	Good	Excellent	Superior
— Playing the Numbers (p.1)	1	2	3	4	5
— On the Road (p.6)	1	2	3	4	5
— KM/H — MPH (p.6)	1	2	3	4	5
— Legalese (p.6)	1	2	3	4	5
— Who Will You See in Court? (p.6)	1	2	3	4	5
— Legal or Illegal? (p.6)	1	2	3	4	5
— Send a Bonafide Gift (p.6)	1	2	3	4	5
— Check it Out: Can You Cope? (p.7)	1	2	3	4	5
— The Coping Contest (p.7)	1	2	3	4	5
— Fractured Phrases (p.8)	1	2	3	4	5

What did you like BEST about the program and activities?

What did you like LEAST about the program and activities?

NAME _____ Mil Rank _____ Civ _____ Family Member _____

MAILING ADDRESS _____ Unit _____ APO _____



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